DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Sonora	Central	425
EVALUATED BY		DATE
J. L. Jacobs		09/11/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

		ALUATION Info	rmal Evaluation	SUSPENSE DATE 10/31/2008		
	Yes	REQUIRED	☐ Correction Report	COMMANDER'S REVIEW M. W. J. L.	DATE	31/0
1. Ti	ELEP	PHONE		Yes No	CORRECTED	
a.	ls ti	the Area's telephone syst	em efficient and effective?		✓ Yes	□No
	(1)	Are telephone locations	beneficial to the operation?		✓ Yes	□No
	(2)	Are there a sufficient nu	umber of lines?		✓ Yes	□No
	(3)	Has any planning been	undertaken to address replacer	ment or upgrading?	✓ Yes	□No
b.	ls c	call answering efficient ar	nd effective?		✓ Yes	□No
	(1)	Who is responsible for	answering calls? Non-uniforn	ned staff, followed by uniformed staff.		
			(40)			
	(2)	Who answers additiona	I incoming calls to ensure prom	pt public service? Uniformed staff.		
		(a) How is the need fo	r answering additional incoming	calls recognized? The Area attempts to answer	r calls within a	limely
-		manner. All perso	onnel attempt to answer the inco	oming call if it rings more than three times.		
				-		
	(3)	How are calls handled	after business hours? Through	n Merced Communications Center on an emerge	ncy basis only.	A taped
		message relays to the c	caller when and how to contact	the Area during business hours.		
-						
		(a) Do tape recorded r	messages contain sufficient info	rmation to give guidance to the public?	✓ Yes	□No
	(4)	Are callers greeted pro	perly?		✓ Yes	□No
C.	Are	road and weather condi	tions provided?		✓ Yes	□No
	(1)	Is the employee who pr	ovides road and weather inform	nation given up-to-date information?	✓ Yes	□No
		(a) If a tape-recorded	message is issued, is it updated	d with the most current information available?	✓ Yes	□No
	(2)	Are alternative sources weather bureau telepho	, such as the Caltrans Highway one number, provided?	Information Network "800" number and	√ Yes	□No
d.	Doe	es the commander requi	re long distance calls to be logg	ed?	☐ Yes	☑ No
	Διο	e Operational Dial Teleph	(007)	nes of sufficient quantity?	□Yes	□No

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	(1)	Is use restricted to operational and emergency communications?	Yes	□ No
	(2)	Are ODT directories made available to those with an ODT line?	✓ Yes	□No
f.	Who	o is assigned telephone calling cards? Lieutenant Ayala and Sergeant Clamp.		
	(1)	Are calls logged?	☐ Yes	☑ No
	(2)	Are telephone billings reviewed for accuracy and potential abuse?	✓ Yes	□No
nG.	(3)	Is use appropriate?	✓ Yes	□No
g.	Wh	to answers calls on Telecommunications Device for the Deaf (TDD)? Merced Communication	s Center. We do not have	e a TDD li
	(1)	Are procedures and requirements to communicate with persons with hearing or speech disabunderstood?	lities ☑ Yes	□No
	(2)	When was the last time the TDD was tested to ensure proper functioning? N/A		
h.		procedures in place to acquire services of interpreters for non-English languages and Americ nguage?	an Sign ☑ Yes	□No
i.	Are	personnel familiar with the telephone system and related equipment?	✓ Yes	□No
	(1)	Can programmed functions and features be used efficiently?		□No
	(2)	Who is authorized to program telephones? Jeanie Keaster		
		(a) Has special training been received?	✓ Yes	□No
	(3)	Are speed dial numbers programmed?		□No
		(a) Is the list updated/kept current?	✓ Yes	□No
	(4)	Telephone management informational statistical reports reviewed and filed?	☐ Yes	☑ No
j.	Whe	ere are assigned cellular telephones located? Lt. Ayala and the Sergeant's cellular phone.		- Wash
	(1)	Does use comply with policy?	✓ Yes	□No
	(2)	How is maintenance and repair handled? Through Central Division		
	(3)	Are billings reviewed and approved?	✓ Yes	□No
M	ANA	GEMENT INFORMATION SYSTEM (MIS) EVALUATED Yes NO	EQUIRED CORRECTE	U
a.	Per	rsonnel		
	(1)	Are all MIS equipment operators authorized?	☑ Yes	□ No

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(1)	Is use of the Area's base station beneficial?	Yes	☑ No
	adio Use		
RADI	D - NONDISPATCH OFFICE EVALUATED ACTION REQUIRED Yes No	CORRECTE	D
	(a) How does the error rate compare to Division and statewide average error rates? Lower than those lis	ied.	7-W-1/W-
(2)	being followed to reconcile data entry with the Daily Transaction/Error Report?	✓ Yes	□No
	(a) Does time taken for data entry appear reasonable?	✓ Yes	□ No
(1)	Is all data promptly and accurately entered?	✓ Yes	☐ No
d. Da	ata Entry and Evaluation		
(5)	Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	✓ Yes	☐ No
(4)	Is there proper security to counter unauthorized use?	∀es	□No
(3)	Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	✓ Yes	□No
(2)	Noise or heat problem?	Yes	☑ No
	(a) Messages visible to the public?	☐ Yes	☑ No
(1)	Adequate and properly located?	✓ Yes	□No
c. Ec	uipment		
	(a) Is the commander notified of significant messages after regular business hours?	✓ Yes	□No
(5)	Is distribution and filing of MIS messages efficient?	✓ Yes	□No
(4)	How frequently are incoming messages checked? Periodically through the day.		
(3)	Are all transmitted messages authorized?	✓ Yes	□ No
(2)	Are messages formatted properly?	✓ Yes	□No
(1)	Is the comm-net system being used to the fullest extent possible?	Yes	□No
b. M	essages		
	encountered during the audit.		
	(a) If problems have been identified by the audit process, what corrective action has been initiated? No pro-	oblems wer	e
(3)	Has a Department of Justice audit of Area's criminal records taken place?	✓ Yes	□No
(2)	Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	Yes	□No
	(d) Are all operators proficient?	✓ Yes	□No
	(c) Are supervisors MIS-trained?		□No
	(b) Is there an MIS-trained alternate?	√ Yes	□No

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		(a) What are some of the uses? Based on the geographical	ıl outlay of the Area	i, the base station has limite	ed radio reach	to the units
-		on the road. Due to the outlay of the Area, there is not	t much that can be o	lone to address this issue.		
	(2)	Is the use appropriate?			☑ Yes	□No
	(3)	Is there any interference with dispatch point operations?			Yes	☑ No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) cons	sulted for their input	?		□No
b.	Effi	ciency				
	(1)	Range of transmitter and quality of reception adequate?			Yes	☑ No
	(2)	Consolette in a location for effective monitoring and use?			☑ Yes	□No
1. R	ADIO	- DISPATCH OFFICE	No EVALUATED	ACTION REQUIRED	CORRECTED	
a.	Sup	pervision				
	(1)	Is the supervisor or an alternate available to Public Safety D	Dispatchers (PSDs)	?	☐Yes	□No
	(2)	·ls supervision effective?			□Yes	□No
	(3)	Is shift staffing appropriate?			☐ Yes	□No
		(a) Are PSDs performing routine clerical jobs?			☐ Yes	□No
	(4)	Does scheduling for PSDs provide for individual as well as	operational needs?		☐Yes	□No
		(a) Is vacation scheduling adequate?			☐ Yes	□No
		(b) Are lunch and rest breaks appropriately arranged?			☐ Yes	□No
		(c) Is there relief for solo PSDs?			Yes	□No
	(5)	Are leave credits (including use of sick leave) managed pro	perly?		☐ Yes	□No
_		(a) Is there any evidence of sick leave abuse by employee	es?		☐ Yes	□No
		(b) Is a sick leave tracking system in place?			☐ Yes	□No
b.	Tra	ining				
	(1)	Are new PSDs assigned training with a certified Communic	ations Training Spe	ecialist?	☐ Yes	□ No
		(a) Does the training specialist utilize HPG 60.4, Public Sa checklists, to train new PSDs?	afety Dispatchers Ti	raining Guide, including	☐ Yes	□No
	(2)	Does the PSDS fully participate in the training process?			☐ Yes	□No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, an	nd In-Service trainir	ng as appropriate?	☐ Yes	□No
	(4)	Has the PSDS attended Nonuniformed Supervisory Trainin In-Service Training?	ng and Public Safet	y Dispatch Supervisor	☐ Yes	□No
	(5)	Does the Communications Center conduct frequent and or	ngoing training?		☐Yes	□No
		(a) Are agendas and minutes prepared?			☐ Yes	□No

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C.	Eq	uipment		
	(1)	What is the condition of the radio equipment?		
		(a) Need of replacement?	Yes	□No
		(b) Capabilities sufficient?	Yes	□ No
		(c) Who authorizes repairs?		
		(d) Has repair overtime been kept to a minimum?	☐ Yes	□ No
		(e) Are trouble reporting requirements met?	Yes	□No
	(2)	Are personnel aware of the full capability of the radio equipment?	Yes	□ No
d.	Со	mmunications Center		
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	Yes	□No
		(a) Sufficient space available for reference materials?	Yes	□No
		(b) Maps current?	☐Yes	□No
		(c) Reference material convenient for PSDs?	□Yes	□No
		(d) Is knowledge of reference material apparent?	☐ Yes	□No
	(2)	Is the appearance of the Communications Center businesslike?	☐Yes	□No
		(a) Is access limited to avoid distractions to PSDs?	☐Yes	□No
		(b) Does each PSD have a location for storage of personnel items?	☐Yes	□No
	(3)	Is lighting adequate?	☐ Yes	□No
	(4)	Have background noise-dampening materials been installed?	☐Yes	□No
	(5)	Is heating and cooling adequate?	□Yes	□ No
	(6)	Are restrooms located nearby?	Yes	□ No
e.	Pro	ocedures		
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	□ No
		(a) Are procedures current and adequate?	☐ Yes	□No
f.	Red	ords		
	(1)	Are message logs/radio cards legible?	☐ Yes	□No
		(a) Are they used properly?	Yes	□No
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	□No
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	□No
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	□No

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	(5)	Does the filing system allow information to be easily retrieve	ed?		☐ Yes	□No
	(6)	Is too much or too little information being logged?			☐ Yes	□No
	(7)	Are PSDs aware of the importance of accurate monthly tele	phone and radio volume	data reports?	☐ Yes	□No
g.	Effe	ectiveness				
	(1)	Are PSDs proficient?			Yes	□No
	(2)	What is the overall quality of the dispatch operation?				
	(3)	Is staffing sufficient?			☐ Yes	□No
h.	Equ	uipment Room				
	(1)	Is the room being used for storage of anything other than co	ommunications equipme	nt?	☐ Yes	□No
	(2)	Is the room clean?			☐Yes	□No
	(3)	Is cabling for radios and telephones in disarray or maintained	ed in protective conduit?		Yes	□No
-	(4)	Are procedures for reporting malfunctions in place, and are	they understood by emp	oloyees?	☐ Yes	□No
	(5)	is electrical equipment protected by an uninterrupted power	r source?		Yes	□No
	(6)	Is there a procedure in place for testing emergency back-up power sources?				□No
i.	Gen	erator Room				
	(1)	Do you have a generator room?			☐ Yes	□No
	(2)	Is the generator room used for storage?			☐ Yes	□No
-	(3)	If used for storage, are items flammable?			Yes	□No
	(4)	Is generator easily accessible?			☐ Yes	□No
. R/	DIO	DISPATCH - EMERGENCY INCIDENT OPERATION	No EVALUATED	ACTION REQUIRED	CORRECTE	.D
a.	Res	sponsibilities	- Laboratoria de la companyo de la c			
	(1)	Is there an awareness among employees of the Department state agency coordination at emergency/hazardous material	nt's responsibility for inci als incidents?	dent command and	☐ Yes	□No
	(2)	Are required notifications made by communications person	nnel?		☐ Yes	□ No
	(3)	If assigned, what is the function of the watch officer?				
	(4)	Are communications personnel familiar with HPM 50.1, Em Operations Manual?	nergency Incident Manaç	gement Planning &	☐ Yes	□No
b.	Pro	ocedures				
	(1)	Have dispatch operation emergency procedures been inco	orporated into a SOP?		Yes	□No
		(a) Is the SOP in compliance with HPM 50.1, Emergency Manual?	Incident Management P	lanning & Operations	☐ Yes	□No

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11. *	1001	(Nev. 1-00) Of 1 003		
	(2)	Procedures current, adequate and clear?	☐ Yes	□No
7.7	(3)	Are there established evacuation procedures?	☐Yes	□No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐Yes	□No
C.	Ref	ference Material		
	(1)	Does the dispatch office maintain an emergency incident library?	Yes	□No
		(a) Is the reference material current?	Yes	□No
		(b) Who maintains the library?		
		(c) Do communications personnel know how to obtain reference material?	Yes	□No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	□No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	Yes	□No
d.	Pul	olic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	☐Yes	□No
	(2)	Does the supervisor participate in post-incident critiques?	☐Yes	□No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	Yes	□No
e.	Do	cumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	□No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		_
_	(3)	Do Communications Center personnel provide input for post-incident critiques?	Yes	□No
	(4)	Who is responsible for preparation of After Action Reports?		ii
f.	Trai	ning		
	(1)	Has training been provided to communications personnel in emergency incident procedures?	☐Yes	□No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	Yes	□No
		(a) Has all training been documented?	☐Yes	□No
	(3)	Is there an understanding of the CHP incident command function?	☐ Yes	□No
	(4)	Has a priority list for personnel training been established?	☐ Yes	□No
	(5)	Who coordinates the training?		
	-			

Sonora Area Chapter 14 (Communications Systems) evaluation

Section:

1. TELEPHONE

a. The Sonora Area's ODT lines were recently removed from the telephone systems. Therefore the section referencing ODT lines is not applicable.

2. MANAGEMENT INFORMATION SYSTEM (MIS)

a. No issues were discovered during this portion of the inspection.

3. RADIO - NONDISPATCH OFFICE

a. The base station radio is operable. However, due to the geographical outlay of the Area, road units are generally not reachable by using the base station.

4. RADIO - DISPATCH OFFICE

a. This section was not audited.

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION

a. This section was not audited.

LL/JACOBS, #15597

Sergeant

Department of California Highway Patrol Number Division Area AREA MANAGEMENT EVALUATION Central Chowchilla River Chapter 14 Inspection Facility COMMUNICATIONS SYSTEMS Evaluated By Sergeant D.R Wymore Date 11/04/2008 INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired. Type of Evaluation Suspense Date ☐ Formal Follow-up Required ☐ Correction Report ⊠ No Yes by. Commander's Review Corrected 1. TELEPHONE Evaluated Action Required M □No ⊠Yes a. Is the Area's telephone system efficient and effective? ⊠Yes □No (1) Are telephone locations beneficial to the operation? ⊠Yes □No (2) Are there a sufficient number of lines? ⊠Yes □No (3) Is the intercom system adequate? (a) What kind of intercom system is used? (4) In the context of the total system (switchboards, call diverters, □No ⊠Yes direct lines, etc.), are Area's needs being met? □Yes ⊠No (5) Has any planning been undertaken to address replacement or upgrading? ⊠Yes □No b. Is call answering efficient and effective? (1) Who is responsible for answering calls? Front office Clerical (2) Who answers additional incoming calls to ensure prompt public service? Special Duty Officer, then scalehead operator. (a) How is the need for answering additional incoming calls recognized? All three positions are within visual / vocal contact. (3) How are calls handled after business hours? Facility is 24/7, officer always on duty. (a) Do tape recorded messages contain sufficient information to give ⊠Yes ∏No guidance to the public? ⊠Yes □No (4) Are callers greeted properly?

c. Are road and weather conditions provided?	⊠Yes	□No
(1) Is the employee who provides road and weather information given up-to-date information?	∐Yes	□No
(a) If a tape-recorded message, is it updated with the most current information available?	∐Yes	□No
(2) Are alternative sources, such as telephone numbers for the Caltrans Highway Information Network and weather bureau, provided?	⊠Yes	□No
d. If CALNET is available, do employees understand how to use it?	□Yes	□No
(1) If applicable, have instructions in the use of CALNET been provided?	□Yes	□No
(2) Is a long distance log maintained?	∐Yes	⊠No
(3) Are telephone billings reviewed for accuracy and potential abuse?	⊠Yes	□No
e. Are Operational Dial Telephone, or "green phone" lines of sufficient quantity?	⊠Yes	□No
(1) Is use restricted to operational communications?	⊠Yes	□No
(2) Are ODT directories made available?	⊠Yes	□No
f. Who is assigned telephone company calling cards? Nobody.		
(1) Is use appropriate?	∐Yes	□No
(a) Are calls logged?	∐Yes	□No
g. Are personnel familiar with the telephone system and related equipment?	⊠Yes	□No
(1) Can programmed functions and features be used efficiently?	⊠Yes	□No
(2) Who is authorized to program telephones? Clerical / Special Duty Officer		
(a) Has special training been received?	⊠Yes	□No
(3) Are speed dial numbers programmed?	⊠Yes	□No
(a) Is the list updated/kept current?	⊠Yes	□No
(4) Telephone management informational statistical reports reviewed/filed?	∐Yes	⊠No
h. Where are any assigned cellular telephones located? Commanders person		
(1) Does use comply with policy?	⊠Yes	□No
(2) How is maintenance and repair handled? Telecommunications Department		
(3) Are billings reviewed and approved?	⊠Yes	□No
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2. MANAGEMENT INFORMATION SYSTEM (MIS)	Evaluated	Action Required	Corrected	
a. Personnel				
(1) Are all MIS equipment operators a	authorized?		⊠Yes	□No
(a) What specific employee(s) is he	eld accountable for d	ata entry?		
Clerical / Special Duty Officer				
(b) Is there an MIS-trained alternat	e?		⊠Yes	□No
(c) Are supervisors MIS-trained?			⊠Yes	□No
(d) Are all operators proficient?			⊠Yes	□No
(2) Has a background check been pe access to the California Law Enforce	rformed on those MI ment Telecommunica	S operators having ations System?	⊠Yes	□No
(3) Has a Department of Justice audi	t of Area's criminal re	cords taken place?	∐Yes	⊠No
(a) If problems have been identified	d by the audit, what c	corrective action has b	een initiated	? N/A
b. Messages				
(1) Is the comm-net system being use	ed to the fullest exter	nt possible?	⊠Yes	□No
(2) Are messages formatted properly	?		⊠Yes	□No
(3) Are all transmitted messages auth	norized?		⊠Yes	□No
(4) How frequently are incoming mes	sages checked?	IOUR LY		
(5) Is distribution and filing of MIS me	ssages efficient?		⊠Yes	□No
(a) Is the commander notified of sig	gnificant messages a	fter business hours?	⊠Yes	□No
c. Equipment				
(1) Adequate and properly located?			⊠Yes	□No
(a) Messages visible to the public?			□Yes	⊠No
(2) Noise or heat problem?			□Yes	⊠No
(3) Have arrangements for after-hour supply, power source, etc.)?	s maintenance been	made (e.g., paper	⊠Yes	□No
(4) Is there proper security to counter	unauthorized use?		⊠Yes	□No
(5) Is there employee awareness and spilling liquids onto the CRT keyboard	an established proto d?	ocol to prevent	⊠Yes	□No
d. Data Entry and Evaluation				
(1) Is all data promptly and accurately	entered?		⊠Yes	□No
(a) Does time taken for data entry	appear reasonable?		⊠Yes	□No
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(2) Are procedures outlined in Chapter 8 of HPG 40.2 being followed to reconcile data entry with the Daily Transaction/Error Report?				□No
(a) How does the error rate compa	rates?			
Data entry is accomplished with n	ninimul errors.			
3. RADIO - NONDISPATCH OFFICE	Evaluated 🖂	Action Required	Corrected	
a. Radio Use	•			
(1) Is use of the Area's base station b	eneficial?		⊠Yes	□No
(a) What are some of the uses? Startraffic to adjacent areas.	ation to mobile unit o	ommunication and to	monitor rad	io
(2) Is the use appropriate?			⊠Yes	□No
(3) Is there any interference with dispa	atch point operations	?	□Yes	⊠No
(a) Were Communications Supervis	sors (CSs) consulted	for their input?	⊠Yes	□No
b. Logs				
(1) Are radio messages logged per Hi	PM 60.1?		∐Yes	⊠No
(2) Are logs retained as required by pe	olicy?		□Yes	⊠No
c. Efficiency			□Yes	□No
(1) Range of transmitter and quality of	reception adequate	?	⊠Yes	□No
(2) Consolette in a location for effective	e monitoring and use	9?	⊠Yes	□No
4. RADIO - DISPATCH OFFICE	Evaluated	Action Required	Corrected	
a. Supervision				
(1) Is the supervisor or alternate availa	able to Communication	ons Operators (COs)	? ∐Yes	□No
(2) Is supervision effective?			∐Yes	□No
(3) Is shift staffing appropriate?			∐Yes	□No
(a) Are COs performing routine cler	ical jobs?		□Yes	□No
(4) Does scheduling for COs provide f	or individual as well a	as operational needs	?	□No
(a) Is vacation scheduling adequate	?		∐Yes	□No
(b) Are lunch and rest breaks appro	priately arranged?		∐Yes	□No
(c) Is there relief for solo COs?			□Yes	□No
(5) Are leave credits (including use of	sick leave) managed	properly?	∐Yes	□No
(a) Is there any evidence of sick lea	ve abuse by employ	ees?	∐Yes	□No

(b) Is a sick leave tracking system in place?	□Yes	□No
b. Training		
(1) Are new COs assigned training with a Communications Training Specialist?	□Yes	□No
(a) Does the Training Specialist utilize HPG 60.4 (training guide), including checklists, to train new COs?	∐Yes	□No
(2) Does the CS fully participate in the training process?	□Yes	□No
(3) Have COs been scheduled to attend Phase I, Phase II and In-Service training	? 🗌 Yes	□No
(4) Has the CS attended Non-Uniformed Supervisory Training and Communication Supervisor In-Service Training?	ns	□No
(5) Does the Communications Center conduct frequent and ongoing training?	□Yes	□No
(a) Are agendas and minutes prepared?	∐Yes	□No
c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	∐Yes	□No
(b) Capabilities sufficient?	∐Yes	□No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept at a minimum?	∐Yes	□No
(e) Are trouble reporting requirements met?	□Yes	□No
(2) Are personnel aware of the full capability of the radio equipment?	∐Yes	□No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination?	∐Yes	□No
(a) Sufficient space available for reference materials?	∐Yes	□No
(b) Maps current?	∐Yes	□No
(c) Reference material convenient for COs?	□Yes	□No
(d) Is knowledge of reference material apparent?	□Yes	□No
(2) Is the appearance of the Communications Center businesslike?	□Yes	□No
(a) Is access limited to avoid distractions to COs?	□Yes	□No
(b) Does each CO have a location for storage of personal items?	□Yes	□No
(3) Is lighting adequate?	∐Yes	□No
(4) Have background noise-dampening materials been installed?	□Yes	□No

(5) Is heating and cooling adequate?	∐Yes	□No
(6) Are restrooms located nearby?	∐Yes	□No
e. Procedures		
(1) Are procedures for dispatch operations included in a Standard Operating Procedures (SOP) guide?	∐Yes	□No
(a) Are procedures current and adequate?	∐Yes	□No
f. Records		
(1) Are message logs/radio cards legible?	∐Yes	□No
(a) Are they used properly?	☐Yes	□No
(2) For Computer Assisted Dispatch (CAD) centers, are computer entries accurate and complete?	□Yes	□No
(3) Are "signal 10-11s" at 30-minute intervals documented on CHP 142?	∐Yes	□No
(4) Does CHP 122A document proper radio tape retention?	∐Yes	□No
(5) Does the filing system allow information to be easily retrieved?	∐Yes	□No
(6) Is too much or too little information being logged?	∐Yes	□No
(7) Are COs aware of the importance of accurate monthly telephone and radio volume data reports?	∐Yes	□No
g. Effectiveness		
(1) Are COs proficient?	□Yes	□No
(2) What is the overall quality of the dispatch operation?		
(3) Is staffing sufficient?	□Yes	□No
h. Equipment Room		
(1) Is the room being used for storage other than communications equipment?	∐Yes	□No
(2) Is the room clean?	∐Yes	□No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	∐Yes	□No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	∐Yes	□No
(5) Is electrical equipment protected by an uninterrupted power source?	∐Yes	□No
(6) Is there a procedure in place for testing emergency back-up power sources?	∐Yes	□No

5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION	Evaluated	Action Required	Corrected	
a. Responsibilities				
(1) Employee awareness of the Department and state agency coordination at eme	tment's responsibility rgency/hazardous m	y for incident comma aterials incidents?	nd ∐Yes	□No
(2) Are required notifications made by	communications per	sonnel?	□Yes	□No
(3) If assigned, what is the function of	the watch officer?			
(4) Are personnel familiar with HPM 50	0.1, Emergency Res	oonse Manual?	∐Yes	□No
b. Procedures				
(1) Are dispatch operation emergency	procedures incorpor	ated into an SOP?	□Yes	□No
(a) SOP in compliance with GO 100	.25?		∐Yes	□No
(2) Procedures current, adequate and	clear?		□Yes	□No
(3) Are there established evacuation p	rocedures?		□Yes	□No
(a) In the event of an evacuation, is transfer or rerouting of incoming cal		or notification,	∐Yes	□No
c. Reference Material				
(1) Does the dispatch office maintain a	an emergency incide	nt library?	□Yes	□No
(a) Is the reference material current	?		∐Yes	□No
(b) Who maintains the library?				
(c) Do communications personnel k	now how to obtain re	ference material?	∐Yes	□No
(d) Are appropriate manuals, guides materials and emergency operations		ving hazardous	∐Yes	□No
(e) Are current telephone numbers f	or OES, Caltrans, et	c., on hand?	∐Yes	□No
d. Communications Supervisor				
(1) Does the supervisor become active	ely involved during er	mergency incidents?	∐Yes	□No
(2) Does the supervisor participate in p	oost-incident critiques	s?	∐Yes	□No
(3) Is feedback from Area employees r major incidents solicited?	egarding performand	ce during	∐Yes	□No
e. Documentation Procedures			17,	
(1) Does the SOP contain procedures	for documentation of	femergency incident	ts? ∐Yes	□No
(2) Who has responsibility for ensuring	adequate documen	tation of an emergen	cy incident?	
(3) Do Communications Center person	nel provide input for	post-incident critiqu	es? Yes	□No

(4) Who is responsible for preparation of After-Action Reports?		
f. Training		
(1) Has training been provided in emergency incident procedures?	∐Yes	□No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	∐Yes	□No
(a) Has all training been documented?	∐Yes	□No
(3) Is there an understanding of the CHP incident command function?	∐Yes	□No
(4) Has a priority list for personnel training been established?	∐Yes	□No
(5) Who coordinates the training?		
COMMENTS		
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STATE OF CALIFORNIA DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

AREA	DIVISION	NUMBER
Porterville 481	Central	
EVALUATED BY		DATE
1. Shiers. OSSI		06/05/2008

CHP 453P (Rev. 7-06) OPI 009

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

form can be completed in perior perior, and the cappionent can	i be nanawiken n accide.		
TYPE OF EVALUATION Formal Evaluation Informal Evaluation	SUSPENSE DATE	1	,
FOLLOW-UP REQUIRED Correction Report BY	COMMANDERS REVIEW	DATE	Y revole
1. TELEPHONE	EVALUATED ACTION REQUIRED	CORRECTED	
a. Is the Area's telephone system efficient and effective?		✓ Yes	□No
(1) Are telephone locations beneficial to the operation?		√ Yes	□No
(2) Are there a sufficient number of lines?		✓ Yes	□No
(3) Has any planning been undertaken to address replacement	or upgrading?	☐ Yes	☑ No
b. Is call answering efficient and effective?		✓ Yes	□No
(1) Who is responsible for answering calls? Both Clerical and	Special Duty Officers		
(2) Who answers additional incoming calls to ensure prompt put	blic service? Both Clerical and Special Duty O	fficors	
(a) How is the need for answering additional incoming calls	recognized? When the phone rings more then	one time o	r continues
to ring then someone else picks up the other lines			
(3) How are calls handled after business hours? They get the a	inswering machine and are directed to call 911 i	if needed	
(a) Do tape recorded messages contain sufficient information	on to give guidance to the public?	✓ Yes	□No
(4) Are callers greeted properly?		✓ Yes	□No
c. Are road and weather conditions provided?		✓ Yes	□No
(1) Is the employee who provides road and weather information	given up-to-date information?	✓ Yes	□No
(a) If a tape-recorded message is issued, is it updated with	the most current information available? N/μ	☐ Yes	□No
(2) Are alternative sources, such as the Caltrans Highway Inform weather bureau telephone number, provided?	nation Network "800" number and	✓ Yes	□No
d. Does the commander require long distance calls to be logged?		☐ Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of	sufficient quantity?	✓ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	(1)	Is use restricted to operational and emergency communications?	✓ Yes	□No
	(2)	Are ODT directories made available to those with an ODT line?	✓ Yes	□No
f.	Who	is assigned telephone calling cards?		
	(1)	Are calls logged?	Yes	☑ No
-	(2)	Are telephone billings reviewed for accuracy and potential abuse? c.e.il phones-yes/Lanciline-No	Yes	□No
		Is use appropriate?	✓ Yes	□No
g.	Who	o answers calls on Telecommunications Device for the Deaf (TDD)? There is not one in the office. Calls are	received t	hrough t
-	pho	ne company		
	(1)	Are procedures and requirements to communicate with persons with hearing or speech disabilities understood?	✓ Yes	□No
	(2)	When was the last time the TDD was tested to ensure proper functioning?		
h.		procedures in place to acquire services of interpreters for non-English languages and American Sign guage?	✓ Yes	□No
	Are p	personnel familiar with the telephone system and related equipment?	✓ Yes	□No
	(1)	Can programmed functions and features be used efficiently?	✓ Yes	□No
	(2)	Who is authorized to program telephones? Telecomm and Clerical		
		(a) Has special training been received?	✓ Yes	□No
	(3)	Are speed dial numbers programmed?	☐Yes	☑ No
		(a) Is the list updated/kept current?	□Yes	□No
	(4)	Telephone management informational statistical reports reviewed and filed?	☐ Yes	☑ No
	Wher	re are assigned cellular telephones located? In the Sgt's office or the Sgt's car		
-	(1)	Does use comply with policy?	✓ Yes	□No
	(2)	How is maintenance and repair handled? When needed- Telecomm is notified		
	(3)	Are billings reviewed and approved?	Yes	□No
VΙΑ	NAG	EMENT INFORMATION SYSTEM (MIS) EVALUATED X ACTION REQUIRED	CORRECTED	0
١.	Pers	onnel		
	(1)	Are all MIS equipment operators authorized?	✓ Yes	□No
		(a) What specific employee(s) is held accountable for data entry? Clerical and Special Duty Officers		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

		(b) Is there an MIS-trained alternate?			√ Yes	□No
		(c) Are supervisors MIS-trained?	11		✓ Yes	□No
	-11-10-0	(d) Are all operators proficient?		1200	✓ Yes	□No
	(2)	Has a background check been performed on those MIS Enforcement Telecommunications System (CLETS)		the California Law	✓ Yes	□No
	(3)	Has a Department of Justice audit of Area's criminal reco	ords taken place?		✓ Yes	□No
		(a) If problems have been identified by the audit proces	s, what corrective action ha	as been initiated?		
	b. Me	essages				~
2.30	(1)	Is the comm-net system being used to the fullest extent p	possible?		✓ Yes	□No
	(2)	Are messages formatted properly?			✓ Yes	□No
	(3)	Are all transmitted messages authorized?				□No
	(4)	How frequently are incoming messages checked? Seve	ral times daily			
	(5)	5) Is distribution and filing of MIS messages efficient?				□No
		(a) Is the commander notified of significant messages after regular business hours?				□No
(c. Eq	uipment				
	(1)	Adequate and properly located?			✓ Yes	□No
		(a) Messages visible to the public?			☐ Yes	☑ No
	(2)	Noise or heat problem?			☐ Yes	✓ No
	(3)	Have arrangements for after-hours maintenance been ma	ade (e.g., paper supply, po	wer source, etc.)?	✓ Yes	□No
	(4)	Is there proper security to counter unauthorized use?			✓ Yes	□No
	(5)	Is there employee awareness and an established protoco	I to prevent spilling liquids	onto the keyboard?	✓ Yes	□No
d	. Da	a Entry and Evaluation				,
	(1)	Is all data promptly and accurately entered?			✓ Yes	□No
		(a) Does time taken for data entry appear reasonable?			✓ Yes	□No
	(2)	Are procedures outlined in Chapter 8 of HPG 40.72, Man being followed to reconcile data entry with the Daily Trans		em User's Guide,	✓ Yes	□No
		(a) How does the error rate compare to Division and state	tewide average error rates	?		
				20.17		
3. F	RADIC	- NONDISPATCH OFFICE	EVALUATED X	ACTION REQUIRED	CORRECTE	2
а	Rad	dio Use	1			
	(1)	Is use of the Area's base station beneficial?	111123462-311	11 2112055	✓ Yes	□No
		The second secon				-1.12(

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

		(a) What are some of the uses? Used to call units in the	e field so dispatch d	oesn't have to be used for c	ar wash info o	r to request a
		unit to call the office				
					· · · · · · · · · · · · · · · · · · ·	
	(2)	Is the use appropriate?			√ Yes	□No
	(2)	HEIGHT STATE OF THE STATE OF TH			☐ Yes	☑ No
	(3)	(a) Were Public Safety Dispatch Supervisors (PSDSs) co	ansulted for their inn	- Ctur	✓ Yes	 ☐ No
h	Fff	iciency	madica for their imp	ut:	<u> </u>	
	-	Range of transmitter and quality of reception adequate?	1133 m		✓ Yes	
-	(2)	Consolette in a location for effective monitoring and use?			✓ Yes	□No
4. R) - DISPATCH OFFICE	EVALUATED	ACTION REQUIRED	CORRECTED	
		pervision	None			
		Is the supervisor or an alternate available to Public Safety	Dispatchers (PSDs	()?	□Yes	
-	(2)	Is supervision effective?			 Yes	No
	(3)	Is shift staffing appropriate?			☐ Yes	□No
	\-/	(a) Are PSDs performing routine clerical jobs?			☐ Yes	□ No
	(4)	Does scheduling for PSDs provide for individual as well as	s operational needs	?	☐ Yes	□No
		(a) Is vacation scheduling adequate?			☐ Yes	□ No
		(b) Are lunch and rest breaks appropriately arranged?			□Yes	□No
		(c) Is there relief for solo PSDs?			☐ Yes	□No
	(5)	Are leave credits (including use of sick leave) managed pr	operly?		☐ Yes	□No
		(a) Is there any evidence of sick leave abuse by employe	ees?		☐ Yes	□No
		(b) Is a sick leave tracking system in place?			☐ Yes	□No
b,	Тга	ining				
	(1)	Are new PSDs assigned training with a certified Communi	cations Training Sp	ecialist?	Yes	□No
		(a) Does the training specialist utilize HPG 60.4, Public S checklists, to train new PSDs?	afety Dispatchers T	raining Guide, including	☐ Yes	□No
	(2)	Does the PSDS fully participate in the training process?			☐ Yes	□No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, a	and In-Service traini	ng as appropriate?	☐ Yes	□No
	(4)	Has the PSDS attended Nonuniformed Supervisory Traini In-Service Training?	ng and Public Safet	y Dispatch Supervisor	☐ Yes	□No
	(5)	Does the Communications Center conduct frequent and o	ngoing training?		☐ Yes	□No
		(a) Are agendas and minutes prepared?			☐ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

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C	. Equipment				
	(1)	What is the condition of the radio equipment?			
		(a) Need of replacement?	☐ Yes	□No	
		(b) Capabilities sufficient?	Yes	□No	
		(c) Who authorizes repairs?			
		(d) Has repair overtime been kept to a minimum?	☐ Yes	□No	
		(e) Are trouble reporting requirements met?	☐ Yes	□No	
	(2)	Are personnel aware of the full capability of the radio equipment?	☐ Yes	□No	
d	. Co	mmunications Center			
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	□No	
		(a) Sufficient space available for reference materials?	Yes	□No	
		(b) Maps current?	☐ Yes	□No	
		(c) Reference material convenient for PSDs?	☐ Yes	□No	
		(d) Is knowledge of reference material apparent?	☐ Yes	□No	
	(2)	Is the appearance of the Communications Center businesslike?	Yes	□No	
		(a) Is access limited to avoid distractions to PSDs?	Yes	□No	
		(b) Does each PSD have a location for storage of personnel items?	Yes	□No	
	(3)	Is lighting adequate?	Yes	□No	
	(4)	Have background noise-dampening materials been installed?	☐ Yes	□No	
	(5)	Is heating and cooling adequate?	☐Yes	□No	
	(6)	Are restrooms located nearby?	☐ Yes	□No	
e.	Pro	ocedures			
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	□No	
		(a) Are procedures current and adequate?	☐ Yes	□No	
f.	Rec	ords		_	
	(1)	Are message logs/radio cards legible?	Yes	□No	
		(a) Are they used properly?	Yes	□No	
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	Yes	□No	
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	□Yes	□No	
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	Yes	□No	

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

0111	1001	(1.61. 1.60) 61 1.600				
	(5)	Does the filing system allow information to be easily retriev	red?		☐ Yes	□No
	(6)	Is too much or too little information being logged?			☐ Yes	□No
-	(7)	Are PSDs aware of the importance of accurate monthly tel	ephone and radio volu	me data reports?	☐ Yes	□No
g.	Eff	fectiveness				
	(1)	Are PSDs proficient?			☐ Yes	□No
	(2)	What is the overall quality of the dispatch operation?				
	(3)	Is staffing sufficient?			Yes	□No
h.	Eq	uipment Room				
	(1)	Is the room being used for storage of anything other than o	communications equipr	ment?	☐ Yes	□No
	(2)	Is the room clean?			☐ Yes	□No
	(3)	Is cabling for radios and telephones in disarray or maintain	ed in protective condu	it?	☐ Yes	□No
	(4)	Are procedures for reporting malfunctions in place, and are	they understood by e	mployees?	☐ Yes	□No
	(5)	(5) Is electrical equipment protected by an uninterrupted power source?			☐ Yes	□No
	(6)	Is there a procedure in place for testing emergency back-up power sources?			☐ Yes	□No
i.	Ger	nerator Room				
	(1)	(1) Do you have a generator room?			☐ Yes	□No
	(2)	(2) Is the generator room used for storage?			☐Yes	□No
	(3)	If used for storage, are items flammable?			☐Yes	□No
	(4)	Is generator easily accessible?			☐ Yes	□No
i. R/	ADIC	DISPATCH - EMERGENCY INCIDENT OPERATION	None Parket	ACTION REQUIRED	CORRECTE)
а.	Res	sponsibilities	727			
	(1)	Is there an awareness among employees of the Departme state agency coordination at emergency/hazardous materia	nt's responsibility for in als incidents?	ncident command and	∏Ÿes	□No
	(2)	Are required notifications made by communications person	inel?		☐ Yes	□No
	(3)	If assigned, what is the function of the watch officer?				
	(4)	Are communications personnel familiar with HPM 50,1, En Operations Manual?	nergency Incident Man	agement Planning &	☐ Yes	□No
	Dro	ocedures				
b.	FIU					
b.		Have dispatch operation emergency procedures been inco	Have dispatch operation emergency procedures been incorporated into a SOP? (a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations			

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	(2) Procedures current, adequate and clear?	☐ Yes	□No
	(3) Are there established evacuation procedures?	☐ Yes	□No
	(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incorcalls? 9-1-1 calls?	ming	□No
С	c. Reference Material		
	(1) Does the dispatch office maintain an emergency incident library?	☐ Yes	□No
	(a) Is the reference material current?	☐ Yes	□No
	(b) Who maintains the library?		
	(c) Do communications personnel know how to obtain reference material?	☐ Yes	□No
	(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	∵ □ Yes	□ No
	(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on	hand?	□No
d	I. Public Safety Dispatch Supervisor		
	(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	□No
	(2) Does the supervisor participate in post-incident critiques?	☐ Yes	□No
	(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	□ No
e.	Documentation Procedures		
	(1) Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	□No
	(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
	(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	□No
	(4) Who is responsible for preparation of After Action Reports?		
f.	Training		
	(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	□ No
	(2) Are procedures in place to ensure formal training is provided to all communications personnel?	☐Yes	□No
	(a) Has all training been documented?	☐ Yes	□No
	(3) Is there an understanding of the CHP incident command function?	☐ Yes	□No
	(4) Has a priority list for personnel training been established?	☐ Yes	□No
	(5) Who coordinates the training?		

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
FRESNO	CENTRAL	
EVALUATED BY		DATE
PSDSI D. SELL	٨I	04/03/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TOTAL OF THE LATER	SUSPENSE DATE				
TYPE OF EVALUATION Formal Evaluation Informal Evaluation	SUSPENSE DATE				
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW	11 /	DATE		
Yes No BY	K-)-	Queste	S///	08	
1. TELEPHONE	Yes	No No	No		
a. Is the Area's telephone system efficient and effective?			☑ Yes	☐ No	
(1) Are telephone locations beneficial to the operation?		200	☑ Yes	□ No	
(2) Are there a sufficient number of lines?			☑ Yes	☐ No	
(3) Has any planning been undertaken to address replace	ment or upgrading?		☐ Yes	☑ No	
b. Is call answering efficient and effective?			☑ Yes	☐ No	
(1) Who is responsible for answering calls? PSDIIs an	ed PSDIs				
(2) Who answers additional incoming calls to ensure prom	pt public service?	All on duty PSDs			
		College Colleg			
(a) How is the need for answering additional incoming	calls recognized?	Through an ACD (Aut	omatic Call Dis	stributing)	
system built into the program.			., .,		
		Control of the second s			
(3) How are calls handled after business hours?	The Communications C	enter is a 24/7 operation sc	there are call	takers on	
duty at all hours.					
			CCT I I COMMON TO THE	<u> </u>	
(a) Do tape recorded messages contain sufficient info	rmation to give guidance	ce to the public?	√ Yes	☐ No	
(4) Are callers greeted properly?			☑ Yes	☐ No	
c. Are road and weather conditions provided?			☑ Yes	☐ No	
(1) Is the employee who provides road and weather inform	ation given up-to-date	information?	☑ Yes	□ No	
(a) If a tape-recorded message is issued, is it updated			☑ Yes	☐ No	
	(2) Are alternative sources, such as the Caltrans Highway Information Network "800" number and				
d. Does the commander require long distance calls to be logg	ed?		Yes	☑ No	
e. Are Operational Dial Telephone (ODT), or "green phone" lin		y?	☑ Yes	☐ No	
			And the last of th	the second secon	

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS CHP 453P (Rev. 7-06) OPI 009

		(a) What specific employee(s) is held accountable for data	a entry? All PS	SDs are held accountab	le. 	
	(1)	Are all MIS equipment operators authorized?			☑ Yes	☐ No
а	. Per	sonnel				
2. N	ANA	GEMENT INFORMATION SYSTEM (MIS)	Yes	ACTION REQUIRED No	No No	
	(3)	Are billings reviewed and approved?			Yes	☐ No
	(2)	How is maintenance and repair handled? N/A				Consultation in the Consul
****	(1)	Does use comply with policy? N/A			Yes	□ No
j.	Whe	ere are assigned cellular telephones located?	The Communications Ce	nter is not assisgned a c	centuar teleph	OHC.
		Telephone management informational statistical reports rev			✓ Yes	
		(a) Is the list updated/kept current?			✓ Yes	□ No
	(3)	Are speed dial numbers programmed?			☑ Yes	□ No □ No
		(a) Has special training been received?		2	✓ Yes	□ No
	(2)	Who is authorized to program telephones? PSDSIs and C	Cad Coordinator	· · · · · · · · · · · · · · · · · · ·	[7] v	
		Can programmed functions and features be used efficiently			☑ Yes	☐ No
Į,	Are	personnel familiar with the telephone system and related equ	uipment?	na-min' a sangara sangara sangara	✓ Yes	□ No
h		procedures in place to acquire services of interpreters for neguage?	on-English languages ar	nd American Sign	☑ Yes	□ No
	(2)	When was the last time the TDD was tested to ensure prop		tilt into the Vesta phone	system	
liozar-	(1)	Are procedures and requirements to communicate with per understood?			☑ Yes	□No
g	ı. Wh	o answers calls on Telecommunications Device for the Deaf	(TDD)? PSDs			
	(3)	Is use appropriate? N/A			Yes	□ No
	(2)	Are telephone billings reviewed for accuracy and potential a	abuse? N/A	Silve Section 1997	Yes	No No
	(1)	Are calls logged? N/A			Yes	□ No
1	. vvn 	o is assigned telephone calling cards? N/A			<u> </u>	
		Are ODT directories made available to those with an ODT li	ne <i>r</i>		(X) tes	
		Is use restricted to operational and emergency communica			✓ Yes	□ No
OF IT		(Rev. 7-06) OP1 009	Mana O		☑ Yes	□ No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS CHP 453P (Rev. 7-06) OPI 009

OF II		(1101/1100) 01/1000				
	1 minus	(b) Is there an MIS-trained alternate?			☑ Yes	□ No
		(c) Are supervisors MIS-trained?			☑ Yes	☐ No
		(d) Are all operators proficient?			☑ Yes	☐ No
	(2)	Has a background check been performed on those MI Enforcement Telecommunications System (CLETS)?	S operators having acc	ess to the California Law	☑ Yes	□ No
	(3)	Has a Department of Justice audit of Area's criminal re	ecords taken place?		☑ Yes	☐ No
		(a) If problems have been identified by the audit prod	cess, what corrective ac	tion has been initiated?	The person	making the
		crror is advised of proper protocol to ensure corr	ection of the process.			
b.	Me	ssages				
	(1)	Is the comm-net system being used to the fullest exter	nt possible?		☑ Yes	. 🗌 No
-	(2)	Are messages formatted properly?			☑ Yes	☐ No
	(3)	Are all transmitted messages authorized?	- III-//A IIII - EMCIT		☑ Yes	☐ No
	(4)	How frequently are incoming messages checked?	Constantly			
	(5)	Is distribution and filing of MIS messages efficient?			☑ Yes	☐ No
		(a) Is the commander notified of significant message	s after regular business	s hours?	☑ Yes	☐ No
c.	Equ	ipment				
	(1)	Adequate and properly located?		****	☑ Yes	☐ No
		(a) Messages visible to the public?			☐ Yes	☑ No
	(2)	Noise or heat problem?			☑ Yes	☐ No
	(3)	Have arrangements for after-hours maintenance been	made (e.g., paper sup	ply, power source, etc.)?	☑ Yes	□No
	(4)	is there proper security to counter unauthorized use?			☑ Yes	☐ No
	(5)	Is there employee awareness and an established prot	ocol to prevent spilling	liquids onto the keyboard?	☑ Yes	☐ No
d.	Dat	a Entry and Evaluation				
	(1)	Is all data promptly and accurately entered?			☑ Yes	☐ No
		(a) Does time taken for data entry appear reasonable			☑ Yes	☐ No
	(2)	Are procedures outlined in Chapter 8 of HPG 40.72, No being followed to reconcile data entry with the Daily Tr	lanagement Information ansaction/Error Report	n System User's Guide, ?	☑ Yes	☐ No
		(a) How does the error rate compare to Division and	statewide average erro	r rates? Unknown		
 B. RA	ADIO	- NONDISPATCH OFFICE	EVALUATED No	ACTION REQUIRED	CORRECTED N/A	- Anni Line - Pilipa
a.	Rad	lio Use	100	<u> </u>		
		Is use of the Area's base station beneficial?		mar to 11 Mily within the Mily	Yes	☑ No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

Cł	1P 453	(Rev. 7-06) OPI 009		
		(a) What are some of the uses? They do not have one. This section is N/A to the Communication	ations Center	**********
	- 001			
			w——walka	
_				
	(2		Yes	∐ No
	(3	Is there any interference with dispatch point operations?	Yes	No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	Yes	□ No
	b. E	ficiency	roun	
	(1	Range of transmitter and quality of reception adequate?	Yes	N₀
	(2		Yes CORRECTED	L No
4.	RADI	O - DISPATCH OFFICE Yes ACTION REQUIRED NO	No	
	a. S	pervision		
	(1	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☑ Yes	☐ No
	(2	Is supervision effective?	☑ Yes	☐ No
	(3)	Is shift staffing appropriate?	☑ Yes	☐ No
		(a) Are PSDs performing routine clerical jobs?	☐ Yes	☑ No
C1770	(4)	Does scheduling for PSDs provide for individual as well as operational needs?	☑ Yes	☐ No
		(a) Is vacation scheduling adequate?	√ Yes	☐ No
		(b) Are lunch and rest breaks appropriately arranged?	☑ Yes	☐ No
110	1510 -011/6-	(c) Is there relief for solo PSDs? N/A	☐ Yes	☐ No
	(5)		☑ Yes	☐ No
		(a) Is there any evidence of sick leave abuse by employees? See Narrative	☑ Yes	□ No
		(b) Is a sick leave tracking system in place?	✓ Yes	☐ No
	b. Tr	ining		
	(1)	Are new PSDs assigned training with a certified Communications Training Specialist?	☑ Yes	☐ No
- (55)		(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☑ Yes	□ No
•	(2)	Does the PSDS fully participate in the training process?	☑ Yes	□ No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	✓ Yes	☐ No
	(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☑ Yes	☐ No
	(5)	Does the Communications Center conduct frequent and ongoing training?	☑ Yes	□ No
	(0)	(a) Are agendas and minutes prepared?	☑ Yes	□ No
		/al		

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CHP	453P	(Rev. 7-06) OPI 009		
c.	Eq	uipment		
	(1)	What is the condition of the radio equipment? Satisfactory, but range could be better, especially for	"Officer Safe	cty". The
		CHPERS program should fix all of the current radio problems, such as dead spots and range.		
		(a) Need of replacement? See Narrative	☑ Yes	☐ No
		(b) Capabilities sufficient? See Narrative	Yes	☑ No
22.19.11.72.1		(c) Who authorizes repairs? CCSS and DGS		
		(d) Has repair overtime been kept to a minimum?	☑ Yes	☐ No
		(e) Are trouble reporting requirements met?	☑ Yes	☐ No
	(2)	Are personnel aware of the full capability of the radio equipment?	☑ Yes	☐ No
d.	Cor	nmunications Center		
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	☑ Yes	☐ No
		(a) Sufficient space available for reference materials?	☑ Yes	☐ No
		(b) Maps current?	☑ Yes	☐ No
		(c) Reference material convenient for PSDs?	☑ Yes	□ No
		(d) Is knowledge of reference material apparent?	☑ Yes	☐ No
	(2)	Is the appearance of the Communications Center businesslike?	Yes	☑ No
***************************************		(a) Is access limited to avoid distractions to PSDs?	☑ Yes	☐ No
		(b) Does each PSD have a location for storage of personnel items?	☑ Yes	☐ No
	(3)	Is lighting adequate?	☑ Yes	☐ No
	(4)	Have background noise-dampening materials been installed?	☑ Yes	☐ No
	(5)	Is heating and cooling adequate?	☑ Yes	☐ No
	(6)	Are restrooms located nearby?	☑ Yes	☐ No
е.	Pro	cedures		
*******	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☑ Yes	☐ No
		(a) Are procedures current and adequate?	☑ Yes	☐ No
f.	Reco	ords		
	(1)	Are message logs/radio cards legible?	✓ Yes	□ No
		(a) Are they used properly?	☑ Yes	□ No
BILLIEVE	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☑ Yes	☐ No
4111111	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes? See Narrative	Yes	☑ No
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☑ Yes	☐ No
			25.403550	

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

Cŀ	P 453	P (Rev. 7-06) OPI 009				
	(5	Does the filing system allow information to be easily retr	rieved?		☑ Yes	☐ No
	(6	s) Is too much or too little information being logged?			☐ Yes	☑ No
	(7	') Are PSDs aware of the importance of accurate monthly	telephone and radio	volume data reports?	☑ Yes	☐ No
	g. E	ffectiveness			======================================	
	(1) Are PSDs proficient?			☑ Yes	☐ No
	(2	What is the overall quality of the dispatch operation?	Excellent			
	(3	i) Is staffing sufficient?	Control of the Contro		☑ Yes	☐ No
	h. E	quipment Room				
	{1) Is the room being used for storage of anything other tha	n communications e	quipment? Sée Narrahise	☑ Yes	☐ No
-	(2			- Confinition	☑ Yes	☐ No
	(3) Is cabling for radios and telephones in disarray or maint	ained in protective co	onduit See Narrative	☑ Yes	☐ No
	(4			300,000	☑ Yes	☐ No
	(5) Is electrical equipment protected by an uninterrupted po	wer source?		☑ Yes	□ No
	(6) Is there a procedure in place for testing emergency back-up power sources?				□ No
	i. Ge	enerator Room				
	(1) Do you have a generator room?	4		☑ Yes	□ No
	(2) is the generator room used for storage?			Yes	☑ No
	(3) If used for storage, are items flammable?			☐ Yes	☑ No
,	(4) Is generator easily accessible?			☑ Yes	☐ No
5,	RADI	O DISPATCH - EMERGENCY INCIDENT OPERATION	Yes Yes	ACTION REQUIRED NO	CORRECTED No	
	a. Re	esponsibilities				
	(1)) is there an awareness among employees of the Department state agency coordination at emergency/hazardous materials.	ment's responsibility t erials incidents?	for incident command and	☑ Yes	∏ No
	(2)	Are required notifications made by communications pers	sonnel?		☑ Yes	☐ No
	(3)	If assigned, what is the function of the watch officer?	N/A			
	(4)	Are communications personnel familiar with HPM 50.1, I Operations Manual?	Emergency Incident	Management Planning &	☑ Yes	☐ No
ı). Pr	ocedures				
	(1)	Have dispatch operation emergency procedures been in	corporated into a SC	OP?	☑ Yes	☐ No
ezero.		(a) Is the SOP in compliance with HPM 50.1, Emergence Manual?	cy Incident Managen	nent Planning & Operations	☑ Yes	□ No
20011						

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DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CHP	453P	(Rev. 7-06) OPI 009		a man from the company of the compan
27220041	(2)	Procedures current, adequate and clear?	☑ Yes	☐ No
	(3)	Are there established evacuation procedures?	☑ Yes	☐ No
1277-75577		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☑ Yes	□ No
С.	Re	ference Material	and the second second second	
***************************************	(1)	Does the dispatch office maintain an emergency incident library?	☑ Yes	☐ No
		(a) Is the reference material current?	☑ Yes	☐ No
		(b) Who maintains the library? Graveyard Supervisor		
		(c) Do communications personnel know how to obtain reference material?	☑ Yes	☐ No
.,,,,		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☑ Yes	☐ No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☑ Yes	☐ No
d.	Pul	olic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	☑ Yes	☐ No
	(2)	Does the supervisor participate in post-incident critiques?	☑ Yes	☐ No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited SeeNarrah	Yes	☐ No
e.		cumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	☑ Yes	☐ No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident? On duty	Public Safet	y Dispatch
		Supervisor. In absence of a supervisor then the dispatcher in charge does.		
	(3)	Do Communications Center personnel provide input for post-incident critiques?	Yes	☑ No
	(4)	Who is responsible for preparation of After Action Reports? Supervisors		
- CHENC				~
f,	Trai	ning		
	(1)	Has training been provided to communications personnel in emergency incident procedures?	☑ Yes	☐ No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	☑ Yes	☐ No
		(a) Has all training been documented?	☑ Yes	☐ No
	(3)	Is there an understanding of the CHP incident command function?	☑ Yes	☐ No
	(4)	Has a priority list for personnel training been established?	☑ Yes	□No
: 3 : C - C - C	(5)	Who coordinates the training? Dispatch supervisor who oversees training.		4

AREA MANAGEMENT EVALUATION SUPPLEMENT

CHP 454 (Rev. 5-06) OPI 009

SECTIONS		COMMENTS
1. Telephone	1.b.2	There are no plans to upgrade the telephone system because it was upgraded two (2) years ago. All
		calls in the Communications Center are routed to call takers through an Automatic Call Distributing
		system which is built into the computer program controlling the telephone system.
	1.1	There are no calling cards assigned to the supervisors.
2. Management Information	System	All employees associated with the Communications Center are trained and given guidelines
		for the proper use and misuse of the Information Systems, to and including signing a CHP101
		annually during their evaluation process. Additionally, they must be recertified using the DOJ
	TO SHOW I SEE HARRY	requirements biannually.
3. Radio - Nondispatch Offi	ce	This section is N/A to the Communications Center operation/evaluation. Fresno Area does not have
		a base station unit.
4. Radio - Dispatch Office	4.a.(1)	Supervision is always available to the PSDs, whether it be a dispatch supervisor or a field superviso
	4.a.(5)	There are a couple of employees being tracked for attendance habits and if a pattern develops they
400		will be disciplined appropriately.
	4.b	All new communication center employees get specialized training at the CHP Academy and at the
		local level upon their return.
	4.c.(1)	Our radio frequencies are overwhelmed by the growth of the Central Valley. Fresno Area on behalf
		of the Communications Center has submitted a request to split the Pink Radio Frequency to allevia
		the overload and to address the more important issue of Officer Safety. Also the CHPERS program
		will enhance the current radio range which will benefit Officer Safety.
	4.f.(3)	PSDs do not officially do the signal 10-11, but they do identify the frequency with every broadcast
	4.g.(2)	The overall quality of the dispatch operation is excellent, as evidenced by a letter sent to the
		Command commending the employees for a 98.15 percent service level.
	4.g.(3)	FCCs allocated positions is sufficent to meet operational needs. There are several vacancies which
		overtime fills. When the positions are filled by trained personnel overtime will diminsh significantly
and the second of the second o	4.h.(1)	The equipment room is being used for storing toner cartridges and PCs because the Area Office
	3	has run out of room for virtually everything.
	4.h.(3)	Cabling in the radio and equipment rooms are not maintained in protective conduit because of the
	- H	layout of the building and the lack of false floor. A new building will enable us to ensure they are
	 	organized properly at installation. The same will apply for the Communications Center.

AREA MANAGEMENT EVALUATION SUPPLEMENT

CLIP IECT: A san Managamani V.	on Communications Systems Chantar 14	DATE:	04/10/2008
SUBJECT: Area Management Evaluation SECTIONS	on, Communications Systems, Chapter 14 COMMENTS	DATE.	VH/10/2000
	CONTINENTS	Calledon, of Miller Hamilton and the	- ALLANDON - PORT
5. Radio Dispatch-Emer Incident Ops			
5.a,b,c	All procedures for emergency incidents are outlined in the SOP, I		
	departmental manuals. All employees are trained in notification p	procedures as well.	Employees are
	continually updated for all procedural changes.		
5.d.(3)	Feedback from employees regarding performance during major is	200	
	but is usually discussed with one another. They self-critique and	open forum all majo	r incidents.
5.e.(2)	All dispatchers know protocol and ensure all documentations are	properly entered in t	the log.
5.e.(3)	This Area does not use critiques, formal or informal. However, C	Communications Cen	ter personnel
	are encouraged to talk about it and offer suggestions for improve	ment. If it is a major	· critical
	incident, such as an officer involved shooting, then they are encountered in the state of the st	uraged to attend a de	briefing.
	Additionally, PSDSIs offer suggestions at the monthly and weekl	y mini staff meetings	S
	This way if there is a need to correct a procedure it can be done in	n a timely manner.	The second of th

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		Philip	
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a contract of the second of th			
		40	
		WATER STREET	

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

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AREA Bakersfield EVALUATED BY

DIVISION Central

NUMBER

DATE

CHP 453P (Rev. 7-06) OPI 009

P. Vincent, ID 12677

08/19/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

	VALUATION		SUSPENSE DATE		
Committee of the	nal Evaluation	ormal Evaluation			
☐ Yes	_:/	☐ Correction Report	COMMANDER'S REVIEW M 8/22/08	DATE S-	27-08
1. TELI	PHONE		EVALUATED ACTION REQUIRED 08/20/2008	CORRECTE	D
		tem efficient and effective?		✓ Yes	□No
		s beneficial to the operation?			□No
(2) Are there a sufficient πι	umber of lines?		✓ Yes	□No
(3) Has any planning been	undertaken to address replaceme	nt or upgrading?	✓ Yes	□No
b. Is	call answering efficient an	nd effective?		✓ Yes.	□No
(1) Who is responsible for a	answering calls? All PSDs hand	le emergency 911 calls that come into the dispa	atch center. I	Business office
	calls are handled by the	e front desk officer.			
(2)	Who answers additional	l incoming calls to ensure prompt p	oublic service? Business calls roll back to the	clerical office	after 5 rings.
				148	
	(a) How is the need for	answering additional incoming ca	Ils recognized? Clerical telephones will ring.		
(3)	How are calls handled a	fter business hours? The telepho	one system is placed on a recording device which	ch advises of	the business
		ncy calls are directed to call 911.			
	(a) Do tape recorded m	essages contain sufficient informa	ition to give guidance to the public?	✓ Yes	□No
(4)	Are callers greeted prope	erly?		✓ Yes	□No
c. Are	road and weather condition	ons provided?		✓ Yes	□No
(1)	Is the employee who pro-	vides road and weather informatio	on given up-to-date information?	✓ Yes	□No
	(a) If a tape-recorded m	essage is issued, is it updated with	h the most current information available?	✓ Yes	□No
(2)	Are alternative sources, s weather bureau telephon	such as the Caltrans Highway Info e number, provided?	rmation Network "800" number and	✓ Yes	□No
d. Doe	es the commander require	long distance calls to be logged?		☐ Yes	✓ No
e. Are	Operational Dial Telephor	ne (ODT), or "green phone" lines o	of sufficient quantity?	✓ Yes	□No
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DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	455P (Rev. 7-06) OPI 009			
	(1) Is use restricted to operational and emergency communications?			□ No
	(2) Are ODT directories made available to those with an ODT line?		✓ Yes	☐ No
f. \	Who is assigned telephone calling cards? No cards issued.			
((1) Are calls logged?		☐ Yes	□No
((2) Are telephone billings reviewed for accuracy and potential abuse?		Yes	□No
	(3) Is use appropriate?		☐Yes	☐ No
g. \	Who answers calls on Telecommunications Device for the Deaf (TDD)? PSDs in the	ne dispatch center		
((1) Are procedures and requirements to communicate with persons with hearing or understood?	speech disabilities	✓ Yes	□No
		20/2008		
	Are procedures in place to acquire services of interpreters for non-English languages Language?	s and American Sign	✓ Yes	□No
i. Ar	Are personnel familiar with the telephone system and related equipment?		☑ Yes	□No
(1	(1) Can programmed functions and features be used efficiently?		✓ Yes	□No
(2	(2) Who is authorized to program telephones? Verizon personnel			
	(a) Has special training been received?		Yes	□No
(3	3) Are speed dial numbers programmed?		✓ Yes	□No
	(a) Is the list updated/kept current?		✓ Yes	□No
(4)	, , , , , , , , , , , , , , , , , , ,		✓ Yes	□No
	here are assigned cellular telephones located? One is assigned to the Area Comm	nander and two are assign	ed to the lieu	tenants. Tw
ce	cellular phones are located in the sergeant's patrol vehicles.			
(1)	, and the state of		✓ Yes	□No
(2)	2) How is maintenance and repair handled? The cellular telephones are send to Te	lecommunications Section	for repairs.	
(3)) Are billings reviewed and approved?		✓ Yes	□No
ANA	AGEMENT INFORMATION SYSTEM (MIS) 08/21/2008	ACTION REQUIRED	CORRECTED	
Per	ersonnel	——————————————————————————————————————		
(1)	Are all MIS equipment operators authorized?		✓ Yes	□No
	(a) What specific employee(s) is held accountable for data entry? Dispatch and	d clerical employees.		1 140

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

		(b) Is there an MIS-trained alternate?	 ✓ Yes	[] No
_		(c) Are supervisors MIS-trained?	✓ Yes	□No
		(d) Are all operators proficient?	✓ Yes	□No
_	(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	✓ Yes	□No
_	(3) Has a Department of Justice audit of Area's criminal records taken place?	✓ Yes	☐ No
		(a) If problems have been identified by the audit process, what corrective action has been initiated? $\mathrm{N/A}$		
		э		
t	b, M	essages		
	(1)	Is the comm-net system being used to the fullest extent possible?	✓ Yes	□No
	(2)	Are messages formatted properly?	✓ Yes	□No
-	(3)	Are all transmitted messages authorized?	✓ Yes	□ No
	(4)	How frequently are incoming messages checked? As they come in by the PSDs in the dispatch center.		
	(5)	Is distribution and filing of MIS messages efficient?	✓ Yes	□No
_		(a) Is the commander notified of significant messages after regular business hours?	✓ Yes	□No
_ c	. Eq	uipment		
	(1)	Adequate and properly located?	✓ Yes	□No
		(a) Messages visible to the public?	Yes	☑ No
	(2)	Noise or heat problem?	Yes	☑ No
	(3)	Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	✓ Yes	□No
	(4)	Is there proper security to counter unauthorized use?	✓ Yes	□No
	(5)	Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	✓ Yes	□No
d.	Dat	a Entry and Evaluation		
	(1)	Is all data promptly and accurately entered?	✓ Yes	□No
		(a) Does time taken for data entry appear reasonable?	✓ Yes	□No
	(2)	Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	✓ Yes	□No
		(a) How does the error rate compare to Division and statewide average error rates? Unknown		
-				-
R/	ADIO	- NONDISPATCH OFFICE EVALUATED N/A	CORRECTED	
a.	Rad	o Use		
	(1)	Is use of the Area's base station beneficial?	☐Yes	□No NIA

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

		(a) What are some of the uses?	NIA	
	(2) Is the use appropriate?	☐Yes	□ No N/A
	(3) Is there any interference with dispatch point operations?	Yes	□ No N/F
		(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	Yes	□ No N/A
b.	. E	fficiency		
	(1	Range of transmitter and quality of reception adequate?	☐Yes	□ No N/A
	(2	Consolette in a location for effective monitoring and use?	Yes	□ No N/A
4. R	ADI	O - DISPATCH OFFICE EVALUATED ACTION REQUIRED	CORRECTED	
a.	. Sı			
	(1)	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	✓ Yes	☐ No
	(2)		✓ Yes	□ No
	(3)	Is shift staffing appropriate?	✓ Yes	□ No
		(a) Are PSDs performing routine clerical jobs?	Yes	☑ No
	(4)	Does scheduling for PSDs provide for individual as well as operational needs?	☑ Yes	
		(a) Is vacation scheduling adequate?	✓ Yes	□ No
-		(b) Are lunch and rest breaks appropriately arranged?		□ No
		(c) Is there relief for solo PSDs?	✓ Yes	□ No
	(5)	Are leave credits (including use of sick leave) managed properly?	Yes	□ No
	\-/	(a) Is there any evidence of sick leave abuse by employees?	Yes	□ No
	_	(b) Is a sick leave tracking system in place?	Yes	☑ No
b	Tra	ining	✓ Yes	□ No
		Are new PSDs assigned training with a certified Communications Training Specialist?		
	(1)		✓ Yes	☐ No
		(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	✓ Yes	□No
•	(2)	Does the PSDS fully participate in the training process?	☑ Yes	 □ No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	✓ Yes	□No
	(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?		
	(5)	Does the Communications Center conduct frequent and ongoing training?	Yes	□ No
		(a) Are agendas and minutes prepared?	✓ Yes	□ No
		/-/ againage and militaes biebaied :	Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

c. Equipment		
(1) What is the condition of the radio equipment? Old and antiquated. The back up radio is in need of replace	ement and th	ne supervisors
are unable to obtain a replacement from Telecommunications Section.		
(a) Need of replacement?	✓ Yes	□ No
(b) Capabilities sufficient?	☐Yes	☑ No
(c) Who authorizes repairs? The dispatch supervisor.		
(d) Has repair overtime been kept to a minimum?	✓ Yes	□ No
(e) Are trouble reporting requirements met?	✓ Yes	□No
(2) Are personnel aware of the full capability of the radio equipment?	✓ Yes	□No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	✓ No
(a) Sufficient space available for reference materials?	✓ Yes	
(b) Maps current?	✓ Yes	No
(c) Reference material convenient for PSDs?	✓ Yes	
(d) Is knowledge of reference material apparent?	✓ Yes	□ No
(2) Is the appearance of the Communications Center businesslike?	✓ Yes	□ No
(a) Is access limited to avoid distractions to PSDs?	✓ Yes	 □ No
(b) Does each PSD have a location for storage of personnel items?	✓ Yes	□No
(3) Is lighting adequate?	✓ Yes	□No
(4) Have background noise-dampening materials been installed?	✓ Yes	□No
(5) Is heating and cooling adequate?	✓ Yes	□No
(6) Are restrooms located nearby?	☐ Yes	✓ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	✓ Yes	□No
(a) Are procedures current and adequate?	✓ Yes	□ No
f. Records	1. 1. 1.	
(1) Are message logs/radio cards legible?	✓ Yes	□No
(a) Are they used properly?	✓ Yes	□No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	✓ Yes	□No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	Yes	☑ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	□ No N/A

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

=				
_	(5) Does the filing system allow information to be easily retrieved?	✓ Yes	□No
_	(6) Is too much or too little information being logged?	☐ Yes	☑ No
	(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	✓ Yes	□No
	g. E	Effectiveness		
	(1) Are PSDs proficient?	✓ Yes	□No
	(2	2) What is the overall quality of the dispatch operation? Other than an old and antiquated system, the dispate	ch operation	is extremely
		effective.		
	(3	3) Is staffing sufficient?		□No
	h. E	quipment Room		
	(1) Is the room being used for storage of anything other than communications equipment?	✓ Yes	□No
	(2) Is the room clean?	☑ Yes	□No
	(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	✓ No
	(4	Are procedures for reporting malfunctions in place, and are they understood by employees?	✓ Yes	□ No
	(5) Is electrical equipment protected by an uninterrupted power source?	✓ Yes	
	(6	Is there a procedure in place for testing emergency back-up power sources?	✓ Yes	□No
i	i. Ge	nerator Room		
	(1)	Do you have a generator room?	☐ Yes	✓ No
	(2)	Is the generator room used for storage?	☐ Yes	No NIA
	(3)	If used for storage, are items flammable?	☐ Yes	□ No NJA
	(4)	Is generator easily accessible?	✓ Yes	□No
. 1	RADIO	D DISPATCH - EMERGENCY INCIDENT OPERATION EVALUATED 08/20/2008 ACTION REQUIRED	CORRECTED	
a	. Re	sponsibilities		
	(1)	Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	✓ Yes	□No
	(2)	Are required notifications made by communications personnel?	✓ Yes	□No
	(3)	If assigned, what is the function of the watch officer? N/A		
	(4)	Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	✓ Yes	□No
b.	Pro	cedures		
	(1)	Have dispatch operation emergency procedures been incorporated into a SOP?	✓ Yes	□ No
		(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	✓ Yes	□No
)			
	- 1			

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	_			
	(2)	Procedures current, adequate and clear?	✓ Yes	□ No
	(3)	Are there established evacuation procedures?	✓ Yes	□No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	✓ Yes	□No
c,	Re	eference Material		
	(1)	Does the dispatch office maintain an emergency incident library?	✓ Yes	□No
		(a) Is the reference material current?	✓ Yes	□No
		(b) Who maintains the library? Dispatch supervisors		
		(c) Do communications personnel know how to obtain reference material?	✓ Yes	□No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	✓ Yes	□No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	✓ Yes	□No
d.	Pul	olic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	✓ Yes	□ No
	(2)	Does the supervisor participate in post-incident critiques?	✓ Yes	☐ No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	✓ Yes	□ No
e.	Doc	cumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	✓ Yes	□No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident? Dispatch supervisor	or	
((3)	Do Communications Center personnel provide input for post-incident critiques?	✓ Yes	□ No
((4)	Who is responsible for preparation of After Action Reports? Dispatch supervisor	-2-11-11-0	7,000
f. T	rain	ing		
(1)	Has training been provided to communications personnel in emergency incident procedures?	✓ Yes	□ No
		Are procedures in place to ensure formal training is provided to all communications personnel?	✓ Yes	□ No
		(a) Has all training been documented?	✓ Yes	□ No
(3	-	Is there an understanding of the CHP incident command function?		□ No
(4		Has a priority list for personnel training been established?	✓ Yes	□ No
		Who coordinates the training? Dispatch supervisor	✓ Yes	□ No
·		NON DISPATCH OFFICE, a (1) - This radio is being used as a 3rd position in the Dispatch Office. This r	1	
ntirie RAD Icient	a by IO - :ly.	y a Department of General Services Radio Technician as being unserviceable, as there are no longer parts at DISPATCH OFFICE, $d(1)$ - The size of the room is too small for the amount of personnel, equipment and procedure is no longer used. Radio is backed up and logged by digital media.	vailable.	

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Grapevine Insp. Fac.	Central	14
EVALUATED BY		DATE
S. A. Netzer		10/02/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION Formal Evaluation Info	rmal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQUIRED	☐ Correction Report	COMMANDER'S REVIEW		DATE	
☐ Yes ☑ No	BY	S. A. Netzer		10/02/20	008
1. TELEPHONE		EVALUATED X	ACTION REQUIRED	CORRECTE	D
a. Is the Area's telephone system	em efficient and effective?			✓ Yes	□No
(1) Are telephone locations	beneficial to the operation?	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		✓ Yes	□No
(2) Are there a sufficient nu	mber of lines?			✓ Yes	□No
(3) Has any planning been	✓ Yes	□No			
b. Is call answering efficient and effective?					□No
(1) Who is responsible for a	nswering calls? Officer or CV	'IS seated at scale head.			
(2) Who answers additional	incoming calls to ensure prompt	t public service? Officer at	enforcement counter	·.	
(a) How is the need for	answering additional incoming of	calls recognized? N/A			
			A	F4	
(3) How are calls handled af	ter business hours? Facility of	oen 24 hours.			
(a) Do tape recorded mo	essages contain sufficient inform	nation to give guidance to th	ne public?	✓ Yes	□No
(4) Are callers greeted prope	erly?			✓ Yes	□No
c. Are road and weather condition	ons provided?			✓ Yes	□No
(1) Is the employee who prov	vides road and weather informat	ion given up-to-date inform	ation?	✓ Yes	□No
(a) If a tape-recorded me	essage is issued, is it updated w	rith the most current informa	ation available?	☐ Yes	□No
(2) Are alternative sources, s weather bureau telephone	uch as the Caltrans Highway Internation	formation Network "800" nu	mber and	☐ Yes	□No
d. Does the commander require	long distance calls to be logged	?		☐ Yes	₽ No
e. Are Operational Dial Telephor	ne (ODT), or "green phone" lines	of sufficient quantity?		☐ Yes	₽ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

0111 1001	(1.65.7.66) 61.7.665				
(1)	Is use restricted to operational and emergency communica	tions?		Yes	□No
(2)	Are ODT directories made available to those with an ODT I	ine?		☐ Yes	□No
f. Wh	o is assigned telephone calling cards? N/A				
(1)	Are calls logged?			☐ Yes	□No
(2)	Are telephone billings reviewed for accuracy and potential a	abuse?		☐ Yes	□No
(3)	Is use appropriate?			☐ Yes	□No
g. Wh	o answers calls on Telecommunications Device for the Deaf	(TDD)? N/A			
(1)	Are procedures and requirements to communicate with perunderstood?	sons with hearing or spe	ech disabilities	☐ Yes	□No
(2)	When was the last time the TDD was tested to ensure prop	er functioning?			
	procedures in place to acquire services of interpreters for no guage?	on-English languages ar	nd American Sign	✓ Yes	□No
i. Are	personnel familiar with the telephone system and related equ	uipment?		✓ Yes	□No
(1)	Can programmed functions and features be used efficiently	?		✓ Yes	□No
(2)	Who is authorized to program telephones?				
w.	(a) Has special training been received?			☐ Yes	□No
(3)	Are speed dial numbers programmed?			✓ Yes	□No
	(a) Is the list updated/kept current?			✓ Yes	□No
(4)	Telephone management informational statistical reports rev	iewed and filed?		☑ Yes	□No
j. Whe	e are assigned cellular telephones located? Commander a	and sergeants office.			
(1)	Does use comply with policy?			✓ Yes	□No
(2)	How is maintenance and repair handled? None has been no	eeded.			
					(-14)
(3)	Are billings reviewed and approved?	Harvinian Time	Largovasovaso	✓ Yes	□No
MANAG	EMENT INFORMATION SYSTEM (MIS)	EVALUATED X	ACTION REQUIRED	CORRECTED	<u> </u>
a. Pers	onnel				
(1) /	re all MIS equipment operators authorized?	1 0000000000000000000000000000000000000		✓ Yes	□No
(a) What specific employee(s) is held accountable for data	entry?			

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

-							
			(b) Is there an MIS-trained alternate?		-10-11-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-	✓ Yes	□No
57			(c) Are supervisors MIS-trained?			✓ Yes	□No
2			(d) Are all operators proficient?			☐ Yes	□No
500		(2)	Has a background check been performed on those MIS ope Enforcement Telecommunications System (CLETS)?	erators having access to	the California Law	□Yes	☑ No
		(3)	Has a Department of Justice audit of Area's criminal records	s taken place?		✓ Yes	□No
			(a) If problems have been identified by the audit process, v	vhat corrective action ha	s been initiated?		
				2000			
_	b.	Mes	sages	*			
	((1)	Is the comm-net system being used to the fullest extent pos	sible?		Yes	□No
	((2)	Are messages formatted properly?			✓ Yes	□No
	((3)	Are all transmitted messages authorized?			✓ Yes	□No
	((4) How frequently are incoming messages checked? Within fifteen minutes.					
	((5) Is distribution and filing of MIS messages efficient?				✓ Yes	□No
		(a) Is the commander notified of significant messages after regular business hours?				✓ Yes	□No
	c. E	Equi	oment				
	(1) /	Adequate and properly located?			✓ Yes	□No
		(a) Messages visible to the public?		2 111	☐ Yes	☑ No
	(2	2) 1	loise or heat problem?			☐ Yes	☑ No
	(3	3) ł	lave arrangements for after-hours maintenance been made	(e.g., paper supply, pov	ver source, etc.)?	✓ Yes	□No
	(4	4) [s there proper security to counter unauthorized use?			✓ Yes	□No
	(5	5) l:	s there employee awareness and an established protocol to	prevent spilling liquids o	onto the keyboard?	✓ Yes	□No
	d. D	ata	Entry and Evaluation				
	(1	l) Is	all data promptly and accurately entered?			✓ Yes	□No
		(8	Does time taken for data entry appear reasonable?			✓ Yes	□No
	(2		re procedures outlined in Chapter 8 of HPG 40.72, Manage eing followed to reconcile data entry with the Daily Transact		m User's Guide,	✓ Yes	□No
		(a) How does the error rate compare to Division and statew	de average error rates?			
١.	RADI	0 - 1	NONDISPATCH OFFICE	EVALUATED X	ACTION REQUIRED	CORRECTED	
	a. Ra	adio	Use			-	
	(1)) Is	use of the Area's base station beneficial?			☑ Yes	□No
_							

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	(a) What are some of the uses? Contact officers while performing traffic control for freeway closure.		
(2) Is the use appropriate?	✓ Yes	□No
(B) Is there any interference with dispatch point operations?	✓ Yes	□No
	(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☐ Yes	□No
b. (fficiency		
() Range of transmitter and quality of reception adequate?	✓ Yes	□No
(Consolette in a location for effective monitoring and use?	✓ Yes	□No
4. RAD	O - DISPATCH OFFICE EVALUATED ACTION REQUIRED	CORRECTE	D
a. S	upervision		
(,) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	□No
(2	Is supervision effective?	☐ Yes	□No
(3	Is shift staffing appropriate?	☐ Yes	□No
	(a) Are PSDs performing routine clerical jobs?	☐ Yes	□No
(4	Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	□No
	(a) Is vacation scheduling adequate?	☐Yes	□No
	(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	□No
	(c) Is there relief for solo PSDs?	☐ Yes	□No
(5	Are leave credits (including use of sick leave) managed properly?	☐ Yes	□No
	(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	□No
	(b) Is a sick leave tracking system in place?	☐ Yes	□No
b. Tr	iining		
(1)	Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	□No
	(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	□No
(2)	Does the PSDS fully participate in the training process?	☐ Yes	□No
(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	□No
(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	□No
(5)	Does the Communications Center conduct frequent and ongoing training?	☐ Yes	□No
	(a) Are agendas and minutes prepared?	☐ Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

_		(1.0.1.)		
	c. E	Equipment		
	(1) What is the condition of the radio equipment?		
		(a) Need of replacement?	☐ Yes	□No
		(b) Capabilities sufficient?	☐Yes	□No
		(c) Who authorizes repairs?		
		(d) Has repair overtime been kept to a minimum?	☐ Yes	□No
		(e) Are trouble reporting requirements met?	☐Yes	□No
	(2	2) Are personnel aware of the full capability of the radio equipment?	☐ Yes	□No
	d. C	ommunications Center		
	(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐Yes	□No
		(a) Sufficient space available for reference materials?	☐ Yes	□No
		(b) Maps current?	☐Yes	□No
		(c) Reference material convenient for PSDs?	Yes	□No
		(d) Is knowledge of reference material apparent?	Yes	□No
	(2)) Is the appearance of the Communications Center businesslike?	Yes	□No
		(a) Is access limited to avoid distractions to PSDs?	Yes	□No
		(b) Does each PSD have a location for storage of personnel items?	☐ Yes	□No
	(3)	Is lighting adequate?	☐ Yes	□No
	(4)	Have background noise-dampening materials been installed?	Yes	□No
	(5)	Is heating and cooling adequate?	☐ Yes	□No
	(6)	Are restrooms located nearby?	☐Yes	□No
е	. Pro	ocedures		
	¹(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	□No
		(a) Are procedures current and adequate?	☐ Yes	□No
f.	Red	cords		-
	(1)	Are message logs/radio cards legible?	☐ Yes	□ No
		(a) Are they used properly?	Yes	□ No
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	□Yes	□No
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	Yes	□No
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	□No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

0111	7001	(1.01. 1.00) 01 1000				
-	(5)	Does the filing system allow information to be easily retriev	ved?		☐ Yes	□No
	(6)	Is too much or too little information being logged?			Yes	□No
	(7)	Are PSDs aware of the importance of accurate monthly tel	lephone and radio volume	e data reports?	☐ Yes	□No
9	ı. Ef	fectiveness				
	(1)	Are PSDs proficient?			☐ Yes	□No
	(2)	What is the overall quality of the dispatch operation?	310			
	(3)	Is staffing sufficient?			Yes	□No
h	. Eq	uipment Room				
	(1)	Is the room being used for storage of anything other than o	communications equipme	nt?	☐ Yes	□No
	(2)	Is the room clean?			☐Yes	□No
	(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?				☐Yes	□ No
	(4) Are procedures for reporting malfunctions in place, and are they understood by employees?				☐ Yes	□No
	(5)) Is electrical equipment protected by an uninterrupted power source?			☐ Yes	□No
	(6)	Is there a procedure in place for testing emergency back-up power sources?			☐Yes	□No
i.	Gen	Senerator Room				
	(1)	Do you have a generator room?	1127		✓ Yes	□No
	(2)	Is the generator room used for storage?			☐ Yes	☑ No
	(3)	If used for storage, are items flammable?			☐ Yes	□No
	(4)	Is generator easily accessible?		2009	✓ Yes	□No
5. R	ADIO	DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED:	ACTION REQUIRED	CORRECTED	
a.	Res	ponsibilities				
		Is there an awareness among employees of the Departmer state agency coordination at emergency/hazardous materia		dent command and	☐ Yes	□No
	(2)	Are required notifications made by communications person	nel?		☐ Yes	□No
	(3)	If assigned, what is the function of the watch officer?				
	(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?					□No
b.	Proc	edures				
	(1)	Have dispatch operation emergency procedures been incor	porated into a SOP?		☐ Yes	□No
	((a) Is the SOP in compliance with HPM 50.1, Emergency I Manual?	ncident Management Pla	anning & Operations	☐ Yes	□No
			1.00			

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

	(1007)		
(2) Procedures current, adequate and clear?	☐Yes	□No
(3) Are there established evacuation procedures?	☐ Yes	□No
	(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	□No
c. F	Reference Material		
(Does the dispatch office maintain an emergency incident library?	☐ Yes	□No
	(a) Is the reference material current?	☐ Yes	□No
	(b) Who maintains the library?		
	(c) Do communications personnel know how to obtain reference material?	☐ Yes	□No
	(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	□No
	(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	□No
d. P	ublic Safety Dispatch Supervisor		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
(1) Does the supervisor become actively involved during emergency incidents?	☐ Yes	□No
(2	Does the supervisor participate in post-incident critiques?	☐ Yes	□No
(3	Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	□No
e. D	ocumentation Procedures		
(1	Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	□No
(2	Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3)	Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	□No
(4)	Who is responsible for preparation of After Action Reports?		
f. Tra	ining		
(1)	Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	
(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	☐ Yes	□No
	(a) Has all training been documented?	☐ Yes	□No
(3)	Is there an understanding of the CHP incident command function?	☐ Yes	□No
(4)	Has a priority list for personnel training been established?	☐ Yes	□No
	Who coordinates the training?		

Facility monitors the Bakersfield Communication Center. Officers contact the communication center via telephone from the facility.

State of California

Memorandum

Date:

October 10, 2008

To:

Central Division

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Buttonwillow Area

File No:

426.10857

Subject:

AREA MANAGEMENT EVALUATION- CHP 453P- COMMUNICATIONS

SYSTEMS- INFORMAL EVALUATION

Attached is a Communications Systems Informal Evaluation, per HPG 22.1, conducted by Officer Maria Pagano #16364, of the Buttonwillow Area. No follow-up correction report is required. Contact me at (661) 764-5580, should you have any questions.

D.L. GREEN, Lieutenant

Area Commander

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER	
426	CENTRAL		
EVALUATED BY		DATE	
MARIA PAGANO, OFFICER		10/06/2008	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

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TYPE OF EVALUATION	SUSPENSE DATE			
☐ Formal Evaluation ☐ Informal Evaluation	COSTAL AND PROPERTY CAPAGES		DATE	
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW		DATE	
☐ Yes ☑ No BY	Marca	29	10-6	.08
1. TELEPHONE	EVALUATED YES	ACTION REQUIRED	CORRECTED	
a. Is the Area's telephone system efficient and effective?	1120	INO	 ✓ Yes	☐ No
(1) Are telephone locations beneficial to the operation?			✓ Yes	□ No
			 ✓ Yes	 No
(2) Are there a sufficient number of lines?	an an ading 2		✓ Yes	□ No
(3) Has any planning been undertaken to address replacement	or upgrading r		✓ Yes	
b. Is call answering efficient and effective?				∐ No
(1) Who is responsible for answering calls? CLERICAL.				
(2) Who answers additional incoming calls to ensure prompt put	olic service?	SPECIAL DUTY OFF	TCERS	
(a) How is the need for answering additional incoming calls	recognized?	SYSTEM IS SET UP	TO HAVE PH	ONE LINES
RING IN ADDITIONAL OFFICES.				
				1/1-1-1/1
(3) How are calls handled after business hours? RECO.	RDED MESSAGE I	BOTH IN ENGLISH A	ND SPANISH	
(b) They are sain harries and but the				
		40-14-1-14		
(a) Do tape recorded messages contain sufficient informatio	in to give guidance t	o the public?	√) Yes	
and the second s	The give galdanie t		✓ Yes	□ No
(4) Are callers greeted properly?			✓ Yes	No
c. Are road and weather conditions provided?				
(1) Is the employee who provides road and weather information g	given up-to-date info	rmation?	✓ Yes	No No
(a) If a tape-recorded message is issued, is it updated with the	he most current info	rmation available?	√ Yes	☐ No
(2) Are alternative sources, such as the Caltrans Highway Information weather bureau telephone number, provided?	ation Network "800"	number and	✓ Yes	☐ No
d. Does the commander require long distance calls to be logged?	and here is a second		Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of s	ufficient quantity?		☑ Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009		
(1) Is use restricted to operational and emergency communications?	☑ Yes	☐ No
(2) Are ODT directories made available to those with an ODT line?	☑ Yes	☐ No
f. Who is assigned telephone calling cards? N/A - CELL PHONES USED.		
(1) Are calls logged?	☐ Yes	□ No
(2) Are telephone billings reviewed for accuracy and potential abuse? N/A -ND CALLING	Yes	□ No
(3) Is use appropriate? CARDS ASSIGNED.	☐ Yes	☐ No
g. Who answers calls on Telecommunications Device for the Deaf (TDD)? NO DEVICE AT AREA OF	FICE	
(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood?	J/A Tyes	□No
(2) When was the last time the TDD was tested to ensure proper functioning?	,	
h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language?	☑ Yes	☐ No
the second of the second secon	✓ Yes	□No
(1) Can programmed functions and features be used efficiently?	✓ Yes	□ No
TODE DEDCED		
(2) Who is authorized to program telephones? LORIE BERGER (a) Has special training been received?	√ Yes	☐ No
	✓ Yes	□ No
	✓ Yes	□ No
(a) Is the list updated/kept current?	✓ Yes	□ No
(4) Telephone management informational statistical reports reviewed and filed? i Where are assigned cellular telephones located? LOCATED IN SERGEANT'S OFFICE.		
j. Where are assigned cellular telephones located? LOCATED IN SERGEANT'S OFFICE.		
(1) Does use comply with policy?	✓ Yes	□No
(2) How is maintenance and repair handled? THROUGH TELECOMMUNICATIONS.		
1. or		
(3) Are billings reviewed and approved? LT. RECEIVES E-MAIL LUT FROM TELECUM.	√ Yes	□No
MANAGEMENT INFORMATION SYSTEM (MIS) EVALUATED YES ACTION REQUIRED NO	CORRECTED	
a. Personnel		
(1) Are all MIS equipment operators authorized?	☑ Yes	☐ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

(1)	Is use of the Area's base station beneficial?	✓ Yes	□ No
a. Ra	dio Use		
RADIC	O - NONDISPATCH OFFICE EVALUATED YES ACTION REQUIRED NO	CORRECTED	
	(a) How does the error rate compare to Division and statewide average error rates? MINI	MAL ERROR RAT	E.
(2)	being followed to reconcile data entry with the Daily Transaction/Error Report?		□No
	(a) Does time taken for data entry appear reasonable?	☑ Yes	☐ No
(1)) Is all data promptly and accurately entered?	√ Yes	☐ No
d. Da	ata Entry and Evaluation		
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboar	d? 🛛 Yes	☐ No
(4) Is there proper security to counter unauthorized use?	☑ Yes	□No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)	? 🛛 Yes	□ No
(2	Noise or heat problem?	Yes	☑ No
	(a) Messages visible to the public?	Yes	☑ No
(1) Adequate and properly located?	☑ Yes	□ No
c. E	quipment	1	
	(a) Is the commander notified of significant messages after regular business hours?	☑ Yes	☐ No
(!	5) Is distribution and filing of MIS messages efficient?	☑ Yes	□No
(-	4) How frequently are incoming messages checked? HOURLY DURING BUSINESS HOURS.		220124.25
	3) Are all transmitted messages authorized?		□ No
(2) Are messages formatted properly?	✓ Yes	☐ No
	Is the comm-net system being used to the fullest extent possible?	∀es	□ No
b.	Messages		
	A() L.K(O) PERMI PERMI		17-12-12-12-12-12-12-12-12-12-12-12-12-12-
	(a) If problems have been identified by the audit process, what corrective action has been initiated NO PROBLEMS IDENTIFIED.		
-	(3) Has a Department of Justice audit of Area's criminal records taken place?		
	Enforcement Telecommunications System (CLETS)?	✓ Yes	No
	(2) Has a background check been performed on those MIS operators having access to the California L	aw 🔽 Yes	™ No
	(d) Are all operators proficient?	☑ Yes	☐ No
	(c) Are supervisors MIS-trained?	✓ Yes	☐ No
	(b) Is there an MIS-trained alternate?	∀es	☐ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

(a) What are some of the uses? COMMUNICATING WITH OFFICERS IN THE FIEL	D. PROVIDING	
ADDITIONAL INFORMATION RECEIVED FROM THE PUBLIC AT THE AREA OFFICE	TO OFFICERS	
RESPONDING TO CALLS .		
(2) Is the use appropriate?	✓ Yes	☐ No
(3) Is there any interference with dispalch point operations?	☐ Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	✓ Yes	☐ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	☐ No
4. RADIO - DISPATCH OFFICE EVALUATED ACTION REQUIRED	CORRECTED	/
a. Supervision		/
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No
(2) Is supervision effective?	Yes	☐ No
(3) Is shift staffing appropriate?	☐ Yes	☐ No
(a) Are PSDs performing routine clerical jobs?	Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?	Yes	☐ No
(a) Is vacation scheduling adequate?	Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?	Yes	☐ No
(c) Is there relief for solo PSDs?	Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	☐ No
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. Training		
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	□No
(2) Does the PSDS fully participate in the training process?	Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	Yes	☐ No
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
(a) Are agendas and minutes prepared?	Yes	☐ No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS CHP 453P (Rev. 7-06) OPI 009

c. Equipment		
(1) What is the condition of the radio equipment?		/
(a) Need of replacement?	□Yes	☐ No
(b) Capabilities sufficient?	Yes	☐ No
(c) Who authorizes repairs?	<u>/ </u>	
(d) Has repair overtime been kept to a minimum?	Yes	☐ No
(e) Are trouble reporting requirements met?	Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	Yes	☐ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	Yes	☐ No
(a) Sufficient space available for reference materials?	Yes	☐ No
(b) Maps current?	Yes	☐ No
(c) Reference material convenient for PSDs?	Yes	☐ No
(d) Is knowledge of reference material apparent?	Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	Yes	☐ No
(a) Is access limited to avoid distractions to PSDs?	Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☐ Yes	☐ No
(3) Is lighting adequate?	Yes	☐ No
(4) Have background noise-dampening materials been installed?	☐ Yes	☐ No
(5) Is heating and cooling adequate?	☐ Yes	☐ No
(6) Are restrooms located nearby?	Yes	☐ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	Yes	☐ No
(a) Are procedures current and adequate?	Yes	☐ No
f. Records		
(1) Are message logs/radio cards legible?	☐ Yes	☐ No
(a) Are they used properly?	☐ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	Yes	☐ No
(3) Oo CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	☐ No
Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

. (5) Does the filing system allow information to be easily retrieved?	L] Yes	□ Ng
(6) Is too much or too little information being logged?	Yes	D/No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	Yes	/□ No
g. Effectiveness		
(1) Are PSDs proficient?	Ves	☐ No
(2) What is the overall quality of the dispatch operation?		
118/		
(3) Is staffing sufficient?	Yes	☐ No
h. Equipment Room		
(1) Is the room being used for storage of anything other than communications equipment?	Yes	☐ No
(2) Is the room clean?	Yes	☐ No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	☐ No
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No
i. Generator Room		
(1) Do you have a generator room?	Yes	☐ No
(2) Is the generator room used for storage?	Yes	☐ No
(3) If used for storage, are items flammable?	Yes	☐ No
(4) Is generator easily accessible?	Yes	□ No
5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION EVALUATED ACTION REQUIRED	CORRECTED	
a. Responsibilities		
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	Yes	□No
(2) Are required notifications made by communications personnel?	Yes	☐ No
(3) If assigned, what is the function of the watch officer?		
(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	□ No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	□ No

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AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CHP 453P	? (Rev. 7-06) OPI 009		
(2)	Procedures current, adequate and clear?	Yes	∫ No
(3)	Are there established evacuation procedures?	☐ Yes	☐ No
	(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	Yes	□ No
c. Ref	ference Material		
(1)	Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
	(a) Is the reference material current?	Yes	☐ No
	(b) Who maintains the library?	63	
	(c) Do communications personnel know how to obtain reference material?	Yes	□ No
	(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	□No
	(e) Are current telephone numbers for the Office of Emergency Services (DES), Caltrans, etc., on hand?	☐ Yes	☐ No
d. Pub	lic Safety Dispatch Supervisor		
(1)	Does the supervisor become actively involved during emergency incidents?	Yes	☐ No
(2)	Does the supervisor participate in post-incident critiques?	Yes	☐ No
(3)	Is feedback from Area employees regarding performance during major incidents solicited?	Yes	☐ No
e. Docu	umentation Procedures		
(1) I	Does the SOP contain procedures for documentation of emergency incidents?	Yes	□ No
(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3)	Do Communications Center personnel provide input for post-incident critiques?	Yes	☐ No
(4) V	Who is responsible for preparation of After Action Reports?		
f. Trainir	ng /		
(1) H	las training been provided to communications personnel in emergency incident procedures?	Yes	☐ No
(2) A	are procedures in place to ensure formal training is provided to all communications personnel?	Yes	☐ No
(8	a) Has all training been documented?	Yes	☐ No
(3) Is	there an understanding of the CHP incident command function?	Yes	□No
(4) H	as a priority list for personnel training been established?	Yes	□No
(5) W	/no coordinates the training?		
-			
/			

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Fort Tejon	Central	430
EVALUATED BY		DATE
D. Brooks		02/25/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

	T-2			
TYPE OF EVALUATION Formal Evaluation Informal Evaluation	SUSPENSE DATE			
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW		DATE	
☐ Yes ☑ No BY	SKUVa	- LT	2-29	-08
1. TELEPHONE	EVALUATED X	ACTION REQUIRED	CORRECTED	
a. Is the Area's telephone system efficient and effective?			☑ Yes	□ No
(1) Are telephone locations beneficial to the operation?			☑ Yes	□ No
(2) Are there a sufficient number of lines?			☑ Yes	□ No
(3) Has any planning been undertaken to address replacement	or upgrading?		☐ Yes	☑ No
b. Is call answering efficient and effective?			☑ Yes	☐ No
(1) Who is responsible for answering calls? Special duty of	ficers.			
(2) Who answers additional incoming calls to ensure prompt pub	olic service? Cle	rical staff.		
(a) How is the need for answering additional incoming calls	recognized? Bo	th special duty officers	and clerical s	staff
occupy same office space and monitor all incoming line	es.			
(3) How are calls handled after business hours? Two co	onfidential lines ring thr	oughout entire buildin	g and are ansv	wered by
anyone who is present. Primary incoming lines are put on tag	ped recording.			
(a) Do tape recorded messages contain sufficient informatio	n to give guidance to the	e public?	☑ Yes	☐ No
(4) Are callers greeted properly?			☑ Yes	□No
c. Are road and weather conditions provided?			✓ Yes	☐ No
(1) Is the employee who provides road and weather information g	iven up-to-date informa	tion?	☑ Yes	□No
(a) If a tape-recorded message is issued, is it updated with the	ne most current informa	tion available?	☑ Yes	□No
(2) Are alternative sources, such as the Caltrans Highway Informative weather bureau telephone number, provided?	ation Network "800" nur	nber and	√ Yes	☐ No
d. Does the commander require long distance calls to be logged?			Yes	☑ No
e. Are Operational Dial Telephone (ODT), or "green phone" lines of s	ufficient quantity?		☑ Yes	☐ No

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AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009		
(1) Is use restricted to operational and emergency communications?	☑ Yes	☐ No
(2) Are ODT directories made available to those with an ODT line?	☑ Yes	□No
f. Who is assigned telephone calling cards? Commander.		
(1) Are calls logged?	☐ Yes	☑ No
(2) Are telephone billings reviewed for accuracy and potential abuse?	Yes	☑ No
(3) Is use appropriate?	☑ Yes	☐ No
g. Who answers calls on Telecommunications Device for the Deaf (TDD)? Fort Tejon Area is not equi	ipped with a TD	D device.
(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood?	☑ Yes	□ No
(2) When was the last time the TDD was tested to ensure proper functioning?		
h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language?	☑ Yes	□No
i. Are personnel familiar with the telephone system and related equipment?	√ Yes	☐ No
(1) Can programmed functions and features be used efficiently?	√ Yes	☐ No
(2) Who is authorized to program telephones? Clerical supervisor.		•x ==
(a) Has special training been received?	☐ Yes	☑ No
(3) Are speed dial numbers programmed?	✓ Yes	□ No
(a) Is the list updated/kept current?	☑ Yes	☐ No
(4) Telephone management informational statistical reports reviewed and filed?	☑ Yes	□ No
j. Where are assigned cellular telephones located? Three cell phones are assigned to Area, they	are assigned to	the
Commander and two sergeants.		
(1) Does use comply with policy?	☑ Yes	□ No
(2) How is maintenance and repair handled? Telecommunication section is notified.		
(3) Are billings reviewed and approved?	√ Yes	☐ No
MANAGEMENT INFORMATION SYSTEM (MIS) EVALUATED X ACTION REQUIRED	CORRECTED	
a. Personnel		
(1) Are all MIS equipment operators authorized?	✓ Yes	□No
(a) What specific employee(s) is held accountable for data entry? Office supervisor and clerk	c typist.	

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS	
CHP 453P (Rev. 7-06) OPI 009	

	(b) is there	e an MIS-trained alternate?			☑ Yes	☐ No
	(c) Are su	pervisors MIS-trained?			√ Yes	□ No
	(d) Are all operators proficient?				√ Yes	☐ No
(2)		ground check been performed on those MIS of Telecommunications System (CLETS)?	operators having access t	o the California Law	√ Yes	☐ No
(3)	Has a Depa	rtment of Justice audit of Area's criminal reco	ords taken place?		√ Yes	□ No
	(a) If probl	ems have been identified by the audit process	s, what corrective action h	nas been initiated?	No problen	ns were
	identifi	ed.				
b. Me	ssages					
(1)	Is the comm	net system being used to the fullest extent p	ossible?		☑ Yes	☐ No
(2)	Are message	es formatted properly?			√ Yes	□ No
(3)	Are all transr	nitted messages authorized?			☑ Yes	☐ No
(4)	How frequen	tly are incoming messages checked? Hou	urly, by special duty and o	clerical staff.		
(5)	Is distribution	and filing of MIS messages efficient?			✓ Yes	□ No
	(a) Is the co	mmander notified of significant messages af	ter regular business hour	s?	√ Yes	□ No
c. Equi	pment					
(1)	Adequate and	d properly located?			☑ Yes	□ No
	(a) Message	s visible to the public?			Yes	☑ No
(2)	Noise or heat	problem?		(1	Yes	☑ No
(3)	Have arrange	ments for after-hours maintenance been mad	de (e.g., paper supply, po	wer source, etc.)?	√ Yes	□ No
(4)	s there prope	r security to counter unauthorized use?			☑ Yes	□ No
(5)	s there emplo	yee awareness and an established protocol	to prevent spilling liquids	onto the keyboard?	☑ Yes	☐ No
d. Data	Entry and Ev	aluation				
(1) [s all data pror	nptly and accurately entered?			☑ Yes	☐ No
(a) Does time	taken for data entry appear reasonable?			☑ Yes	□ No
. ,		s outlined in Chapter 8 of HPG 40.72, Manag to reconcile data entry with the Daily Transa	•	em User's Guide,	√ Yes	□ No
(6	a) How does	the error rate compare to Division and state	wide average error rates	? Area is wit	hin normal rar	ıge
	compared	to Central Division and state wide averages				
RADIO -	NONDISPATO	CH OFFICE	EVALUATED X	ACTION REQUIRED	CORRECTED	
a. Radio	Use					
(1) Is	use of the Ar	ea's base station beneficial?			✓ Yes	☐ No
JD 463D (Day 7	06) Page 3	Destroy Pro	vious Editions			0.4530700 (

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

(a) What are some of the uses? Primarily used to monitor radio traffic within Area. It is all	so used at the I	_ebec
Command Center during Snow Flake operations to communicate with Bakersfield Dispatch Center.		
(2) Is the use appropriate?	☑ Yes	□ No
(3) Is there any interference with dispatch point operations?	Yes	☑ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☑ Yes	□ No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate?	✓ Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	☑ Yes	□ No
4. RADIO - DISPATCH OFFICE EVALUATED N/A ACTION REQUIRED	CORRECTED	
a. Supervision		
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	Yes	□No
(2) Is supervision effective?	Yes	☐ No
(3) Is shift staffing appropriate?	Yes	☐ No
(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	□ No
(a) Is vacation scheduling adequate?	☐ Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	□ No
(c) Is there relief for solo PSDs?	☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	□ No
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	☐ No
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. Training		
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	☐ Yes	□No
(2) Does the PSDS fully participate in the training process?	☐ Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	☐ No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	□No
(5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	□ No
(a) Are agendas and minutes prepared?	☐ Yes	☐ No

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AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	☐ Yes	☐ No
(b) Capabilities sufficient?	Yes	☐ No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept to a minimum?	☐ Yes	☐ No
(e) Are trouble reporting requirements met?	☐ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☐ Yes	☐ No
d. Communications Center		-
(1) Furniture and equipment arranged for efficiency and coordination among employees?	Yes	☐ No
(a) Sufficient space available for reference materials?	☐ Yes	☐ No
(b) Maps current?	☐ Yes	□ No
(c) Reference material convenient for PSDs?	Yes	☐ No
(d) Is knowledge of reference material apparent?	Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	Yes	□ No
(a) Is access limited to avoid distractions to PSDs?	Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	Yes	☐ No
(3) Is lighting adequate?	Yes	☐ No
(4) Have background noise-dampening materials been installed?	Yes	☐ No
(5) Is heating and cooling adequate?	Yes	☐ No
(6) Are restrooms located nearby?	Yes	☐ No
e. Procedures	7	
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	Yes	☐ No
(a) Are procedures current and adequate?	Yes	□ No
f. Records		
(1) Are message logs/radio cards legible?	Yes	□ No
(a) Are they used properly?	Yes	□ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	Yes	☐ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMEN'T EVALUATION

	UNICATIONS SYSTEMS P (Rev. 7-06) OPI 009		
(5	i) Does the filing system allow information to be easily retrieved?	Yes	☐ No
(6) Is too much or too little information being logged?	Yes	☐ No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	Yes	☐ No
g. Ef	fectiveness		
(1)	Are PSDs proficient?	☐ Yes	☐ No
(2)	What is the overall quality of the dispatch operation?		
(3)	Is staffing sufficient?	☐ Yes	□ No
	uipment Room		
		☐ Yes	☐ No
(1)			
(2)	Is the room clean?	Yes	□ No
(3)	Is cabling for radios and telephones in disarray or maintained in protective conduit?	Yes	No
(4)	Are procedures for reporting malfunctions in place, and are they understood by employees?	∐ Yes	□ No
(5)	Is electrical equipment protected by an uninterrupted power source?	Yes	□ No
(6)	Is there a procedure in place for testing emergency back-up power sources?	Yes	☐ No
i. Gen	erator Room		
(1)	Do you have a generator room?	Yes	☐ No
(2)	Is the generator room used for storage?	☐ Yes	☐ No
(3)	If used for storage, are items flammable?	☐ Yes	☐ No
(4)	Is generator easily accessible?	☐ Yes	☐ No
RADIO	DISPATCH - EMERGENCY INCIDENT OPERATION EVALUATED N/A ACTION REQUIRED	CORRECTED	
a. Res	ponsibilities		
	Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes	□ No
(2)	Are required notifications made by communications personnel?	☐ Yes	□No
(3)	If assigned, what is the function of the watch officer?		
	Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	Yes	□ No
b. Proce	edures	2 (-0)	
(1) F	lave dispatch operation emergency procedures been incorporated into a SOP?	Yes	☐ No
(;	a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

(2) Procedures current, adequate and clear?	Yes	□ No
(3) Are there established evacuation procedures?	Yes	□ No
(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
c. Reference Material		
(1) Does the dispatch office maintain an emergency incident library?	Yes	□ No
(a) Is the reference material current?	Yes	☐ No
(b) Who maintains the library?		
(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	□ No
(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	□No
d. Public Safety Dispatch Supervisor		
(1) Does the supervisor become actively involved during emergency incidents?	Yes	□ No
(2) Does the supervisor participate in post-incident critiques?	Yes	□ No
(3) Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	□ No
e. Documentation Procedures		
(1) Does the SOP contain procedures for documentation of emergency incidents?	Yes	□ No
(2) Who has responsibility for ensuring adequate documentation of an emergency incident?		
(3) Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
(4) Who is responsible for preparation of After Action Reports?		
f. Training		
(1) Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	☐ No
(2) Are procedures in place to ensure formal training is provided to all communications personnel?	Yes	□ No
(a) Has all training been documented?	☐ Yes	□ No
(3) Is there an understanding of the CHP incident command function?	Yes	☐ No
(4) Has a priority list for personnel training been established?	Yes	☐ No
(5) Who coordinates the training?		

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
F/HNTC.	ORD (ENTR	DATE
DOUS.	FUDER #11	1045 9/25/08

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired

Torri can be completed in pen or pencil, and the Supplement can	i be nandwritten ii desired.		
TYPE OF EVALUATION Informal Evaluation	SUSPENSE DATE		į.
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW	DATE	/ /
☐ Yes ☑ No BY	Day well, is	9/2	29/09
1. TELEPHONE	EVALUATED 9/25/196 ACTION REQUIRED NONE	CORRECTED A//	'A
a. Is the Area's telephone system efficient and effective?		X Yes	□ No
(1) Are telephone locations beneficial to the operation?		🛛 Yeş	☐ No
(2) Are there a sufficient number of lines?		X Yes	☐ No
(3) Has any planning been undertaken to address replacement	or upgrading?	⊠ Yes	☐ No
b. Is call answering efficient and effective?		⊠ Yes	☐ No
(1) Who is responsible for answering calls? FLRST-	CLERICAL, SECONI)- SPI	ECIA)
DUTY, THIRD-SUPERVISOR	(
(2) Who answers additional incoming calls to ensure prompt pu		DER A	75
ABOVE			
(a) How is the need for answering additional incoming calls	recognized? EMPLOYEES	CAI3	HEAR
THE PHONES RENGING	<u>Dinial</u>	CIIV	11011
ie indices nacepoin			
(3) How are calls handled after business hours? AN AF	TER HOURS RELORD	DING.	ZS
PUT INTO USE, EMERGEN	CY CAUS ARE RE	FERRE	1 77
	DOTVATE I	INF!	27/65
(a) Do tape recorded messages contain sufficient informati		Y Yes	□ No
(4) Are callers greeted properly?	on to give gardenso to the passes	✓Yes	□ No
Assessed to the second	2116 P 1000 11C	Xyes	□ No
CAL 110		Yes	
			□ No
(a) If a tape-recorded message is issued, is it updated with		Yes	□ No
(2) Are alternative sources, such as the Caltrans Highway Inforr weather bureau telephone number, provided?	nation Network "800" number and	X Yes	□ No
d. Does the commander require long distance calls to be logged?		☐ Yes	DAN0
e. Are Operational Dial Telephone (ODT), or "green phone" lines of	sufficient quantity?	Yes	☐ No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

OTH 4337 (Nev. 7-00) OT 1003		
(1) Is use restricted to operational and emergency communications?	≱∀es	□ No
(2) Are ODT directories made available to those with an ODT line?	Xyes	☐ No
f. Who is assigned telephone calling cards? AREA COMMANDER		
	-016	
(1) Are calls logged? NO CAUS HAVE BEEN MADE ON CARS	O Yes	Ø\No
(2) Are telephone billings reviewed for accuracy and potential abuse?	Yes	☐ No
(3) Is use appropriate?	Yes	☐ No
g. Who answers calls on Telecommunications Device for the Deaf (TDD)? OFFICE MAN	IAGER	
(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood?	⊠ Yes	☐ No
(2) When was the last time the TDD was tested to ensure proper functioning?		
h. Are procedures in place to acquire services of interpreters for non-English languages and American Sign Language? LANGUAGE SERVICE CONTRACT	⊠Yes	⊡ No
i. Are personnel familiar with the telephone system and related equipment?	Yes	☐ No
(1) Can programmed functions and features be used efficiently?	X Yes	☐ No
(2) Who is authorized to program telephones? OFFICE MANAGER		
(a) Has special training been received? SYSTEM OVERVIEW	Yes	☐ No
(3) Are speed dial numbers programmed?	,⊠Yes	☐ No
(a) Is the list updated/kept current?	Xxes	☐ No
(4) Telephone management informational statistical reports reviewed and filed?	Yes	No
j. Where are assigned cellular telephones located? IN POSSESSIEN OF A	REA CE	MMANI
AND TWO SERGEANTS		
(1) Does use comply with policy?	X Yes	☐ No
(2) How is maintenance and repair handled? THROUGH CENTRAL DEVE	STON	CELL
PHONE COORDINATOR IN ADMIN. SERVICES	SUNIT	,
PROBLEMS USUALLY RESOLVED AT THIS LE	VEZ "	
(3) Are billings reviewed and approved? Monthly BY Commander	₩ Yes	☐ No
MANAGEMENT INFORMATION SYSTEM (MIS) EVALUATED 9/29/OCACTION REQUIRED NONE	S CORRECTED	A
a. Personnel		
(1) Are all MIS equipment operators authorized?	Yes	☐ No
(a) What specific employee(s) is held accountable for data entry? OFFICE MANAG	PER AL	10
OFFICE ASSISTANT		

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

(b) Is there an MIS-trained alternate?	Yes	☐ No
(c) Are supervisors MIS-trained?	⊠ Yes	☐ No
(d) Are all operators proficient?	Yes	☐ No
(2) Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	X Yes	□No
(3) Has a Department of Justice audit of Area's criminal records taken place?	🔀 Yes	☐ No
(a) If problems have been identified by the audit process, what corrective action has been initiated?		
NIA		
b. Messages		
(1) Is the comm-net system being used to the fullest extent possible?		□No
(2) Are messages formatted properly?	;⊠ Yes	☐ No
(3) Are all transmitted messages authorized?	Yes	☐ No
(4) How frequently are incoming messages checked? PERIODICALLY - MONOAY	THROVE	H FRID
(5) Is distribution and filing of MIS messages efficient?	Ø∠Yes	□No
(a) Is the commander notified of significant messages after regular business hours? BLACKBER	'y'⊠ Yes	☐ No
c. Equipment		
(1) Adequate and properly located?	⊠ Yes	☐ No
(a) Messages visible to the public?	☐ Yes	No
(2) Noise or heat problem?	☐ Yes	∭ No
(3) Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	X Yes	☐ No
(4) Is there proper security to counter unauthorized use?	🛮 Yes	☐ No
(5) Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	Yes	☐ No
d. Data Entry and Evaluation		
(1) Is all data promptly and accurately entered?	Yes	☐ No
(a) Does time taken for data entry appear reasonable?	X Yes	☐ No
(2) Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	XYes	□ No
(a) How does the error rate compare to Division and statewide average error rates? WE ONLY	RECE	31/5
HE REPORT FOR OUR AREA- UNABLE TO MAKE	Comp	ARISOL
RADIO - NONDISPATCH OFFICE EVALUATED 125/08 ACTION REQUIRED NONE	CORRECTED.	7
a. Radio Use		- 3/0
(1) Is use of the Area's base station beneficial? BASE STATION RARELY USE	∩ Yes	⊠ No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

(a) What are some of the uses? NON - EMERGENCY MESSAGES	ARE	
RELAYED TO PATROL OFFICERS. JASE ST		J
	Commi	
STATION IN THE EVENT F.C.C. WERE TO GO	OFF-	LIVE
(2) Is the use appropriate? WHEN USED	Ø-Yes	□ No
(3) Is there any interference with dispatch point operations?	☐ Yes	∠ No
(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input? UNKNOWN	Yes	□No
b. Efficiency		
(1) Range of transmitter and quality of reception adequate? HANFORD AREA ONLY	🗷 Yes	☐ No
(2) Consolette in a location for effective monitoring and use?	Ø Yes	☐ No
4. RADIO - DISPATCH OFFICE	CORRECTED	_
a. Supervision		/
(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No
(2) Is supervision effective?	Yes	☐ No
(3) Is shift staffing appropriate?	Yes	□ No
(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No
(4) Does scheduling for PSDs provide for individual as well as operational needs?	Yes	☐ No
(a) Is vacation scheduling adequate?	Yes	☐ No
(b) Are lunch and rest breaks appropriately arranged?	Yes	☐ No
(c) Is there relief for solo PSDs?	☐ Yes	☐ No
(5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	□ No
(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	☐ No
(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. Training		
(1) Are new PSDs assigned training with a certified Communications Training Specialist?	Yes	☐ No
(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSOs?	☐ Yes	□No
(2) Does the PSDS fully participate in the training process?	Yes	☐ No
(3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	□No
(4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	☐ Yes	□No
(5) Does the Communications Center conduct frequent and ongoing training?	Yes	□ No
(a) Are agendas and minutes prepared?	☐ Yes	☐ No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	□Xes	☐ No
(b) Capabilities sufficient?	Yes	☐ No
(c) Who authorizes repairs?	/	
(d) Has repair overtime been kept to a minimum?	☐ Yes	☐ No
(e) Are trouble reporting requirements met?	☐ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	Yes	☐ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	☐ No
(a) Sufficient space available for reference materials?	Yes	☐ No
(b) Maps current?	☐ Yes	☐ No
(c) Reference material convenient for PSDs?	Yes	☐ No
(d) Is knowledge of reference material apparent?	☐ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☐ Yes	☐ No
(a) Is access limited to avoid distractions to PSOs?	☐ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	Yes	□ No
(3) Is lighting adequate?	Yes	☐ No
(4) Have background noise-dampening materials been installed?	Yes	☐ No
(5) Is heating and cooling adequate?	☐ Yes	☐ No
(6) Are restrooms located nearby?	Yes	☐ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	Yes	☐ No
(a) Are procedures current and adequate?	Yes	☐ No
f. Records		5
(1) Are message logs/radio cards legible?	Yes	☐ No
(a) Are they used properly?	Yes	□No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	☐ No
Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009		
(5) Does the filing system allow information to be easily retrieved?	Yes	□ Ng/
(6) Is too much or too little information being logged?	Yes	No
(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	□No
g. Effectiveness		
(1) Are PSDs proficient?	☐ Yes	□No
(2) What is the overall quality of the dispatch operation?		
(3) Is staffing sufficient?	☐ Yes	☐ No
h. Equipment Room		
(1) Is the room being used for storage of anything other than communications equipment?	Yes	☐ No
(2) Is the room clean?	☐ Yes	☐ No
(3) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	Yes	☐ No
(5) Is electrical equipment protected by an uninterrupted power source?	☐ Yes	☐ No
(6) Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	☐ No
i. Generator Room		
(1) Do you have a generator room?	☐ Yes	☐ No
(2) Is the generator room used for storage?	☐ Yes	☐ No
(3) If used for storage, are items flammable?	Yes	☐ No
(4) Is generator easily accessible?	Yes	☐ No
5. RADIO DISPATCH - EMERGENCY INCIDENT OPERATION EVALUATED ACTION REQUIRED	CORRECTED	
a. Responsibilities	(0.000)	
(1) Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	Yes	□No
(2) Are required notifications made by communications personnel?	☐ Yes	☐ No
(3) If assigned, what is the function of the watch officer?		
(4) Are communications personnel familiar with HPM-50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	□No
b. Procedures		
(1) Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	☐ No
(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	□ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

_			the second secon	
	(2)	Procedures current, adequate and clear?	Yes	□ Nø
	(3)	Are there established evacuation procedures?	Yes	No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	□No
	c. Re	erence Material		
	(1)	Does the dispatch office maintain an emergency incident library?	Yes	☐ No
		(a) Is the reference material current?	Yes	☐ No
		(b) Who maintains the library?		
		(c) Do communications personnel know how to obtain reference material?	Yes	☐ No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	□No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	Yes	☐ No
	d. Pub	lic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
	(2)	Does the supervisor participate in post-incident critiques?	Yes	☐ No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	☐ Yes	☐ No
	e. Doc	umentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	Yes	☐ No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
				1110
	(3)	Do Communications Center personnel provide input for post-incident critiques?	Yes	☐ No
	(4)	Who is responsible for preparation of Affer Action Reports?		
f.	Traini	ng		
	(1) I	las training been provided to communications personnel in emergency incident procedures?	Yes	☐ No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	Yes	☐ No
	(a) Has all training been documented?	☐ Yes	☐ No
	(3) 1	s there an understanding of the CHP incident command function?	Yes	☐ No
	(4)/F	las a priority list for personnel training been established?	Yes	☐ No
/	(5) V	Vho coordinates the training?		

AREA MANAGENIENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

		I to all the call of	
AREA	DIVISION	NUMBER	
Mariposa	Central	455	
EVALUATED BY		DATE	
Sergeant Edward Greene, #11281		02/20/2008	

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	SUSPENSE DATE				
Formal Evaluation Informal Evaluation (3/15/2008)					
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW	DATE			
☐ Yes ☑ No BY	h. J. Prin	8-11.08			
1. TELEPHONE	EVALUATED ACTION REQUIRED X	CORRECTED			
a. Is the Area's telephone system efficient and effective?		☑ Yes ☐ No			
(1) Are telephone locations beneficial to the operation?		☑ Yes ☐ No			
(2) Are there a sufficient number of lines?		☑ Yes ☐ No			
(3) Has any planning been undertaken to address replacement	or upgrading?	☑ Yes ☐ No			
b. Is call answering efficient and effective?		☑ Yes ☐ No			
(1) Who is responsible for answering calls? Officer Manag	ger and Office Assistant.				
(2) Who answers additional incoming calls to ensure prompt pu	blic service? Field Support Officers.				
(a) How is the need for answering additional incoming call	s recognized? After second ring, the Fig.	eld Support Officers or a			
Sergeant will answer the incoming call.					
(3) How are calls handled after business hours? The F	Public telephone line is handled by a tape record	ded message. The			
Confidential telephone line is answered by the on-duty Serg	geant,				
(a) Do tape recorded messages contain sufficient informat	ion to give guidance to the public?	☑ Yes ☐ No			
(4) Are callers greeted properly?		☑ Yes ☐ No			
c. Are road and weather conditions provided?		☑ Yes ☐ No			
(1) Is the employee who provides road and weather information	given up-to-date information?	☑ Yes ☐ No			
(a) If a tape-recorded message is issued, is it updated with	the most current information available?	☐ Yes ☐ No			
(2) Are alternative sources, such as the Caltrans Highway Inforweather bureau telephone number, provided?	mation Network "800" number and	☑ Yes ☐ No			
d. Does the commander require long distance calls to be logged?		☐ Yes ☑ No			
e. Are Operational Dial Telephone (ODT), or "green phone" lines o	f sufficient quantity?	☑ Yes ☐ No			

AREA MANAGENIENT EVALUATION

COMMUNICATIONS SYSTEMS

	F 453F (Nev. 1-00) OF 1009					
	(1) Is use restricted to operation	onal and emergency communic	cations?		☑ Yes	☐ No
	(2) Are ODT directories made	available to those with an ODT	line?		☑ Yes	☐ No
f	f. Who is assigned telephone calli	ing cards? Nobody				
	(1) Are calls logged?			1.5124000	Yes	☐ No
	(2) Are telephone billings revie	ewed for accuracy and potentia	al abuse?		☐ Yes	☑ No
	(3) Is use appropriate?				√ Yes	☐ No
9	g. Who answers calls on Telecom	munications Device for the De	af (TDD)?	Area does not have one.		***************************************
	(1) Are procedures and require understood?	ements to communicate with po	ersons with hearing	or speech disabilities	☑ Yes	□No
	(2) When was the last time the	e TDD was tested to ensure pro	oper functioning?			
h	n. Are procedures in place to acqu Language?	uire services of interpreters for	non-English langua	ges and American Sign	☑ Yes	☐ No
i.	. Are personnel familiar with the to	elephone system and related e	equipment?		☑ Yes	□ No
	(1) Can programmed functions	and features be used efficien	tly?		☐ Yes	☑ No
	(2) Who is authorized to progra	am telephones? Office Assi	stant,			
	(a) Has special training be	en received?			☐ Yes	☑ No
	(3) Are speed dial numbers pro	ogrammed?			☐ Yes	☑ No
	(a) Is the list updated/kep	t current?			Yes	□ No
	(4) Telephone management in	formational statistical reports r	eviewed and filed?		☑ Yes	☐ No
j.	. Where are assigned cellular tele	phones located?	Commander and 1	wo Sergeants.		
	(1) Does use comply with polic	:y?			☑ Yes	□ No
	(2) How is maintenance and re	pair handled? Telecon	nmunications Section	on.	Manufacture 1997	
	(3) Are billings reviewed and a	pproved?	1,000000		☑ Yes	□No
M	MANAGEMENT INFORMATION S	ale theore recently excitibe as illumental thick or severe	EVALUATEO X	ACTION REQUIRED	CORRECTED	
a.	. Personnel					
Sec.	(1) Are all MIS equipment oper	ators authorized?		The state of the s	☑ Yes	☐ No
	(a) What specific employe	e(s) is held accountable for da	ata entry?	Officer Manager and Offic	e Assistant.	

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

~					
CHO	453P	(Rev	7,061	OPI	กกฉ

0,11	,001	(1.01.1.00)		
		(b) Is there an MIS-trained alternate?	√ Yes	☐ No
		(c) Are supervisors MIS-trained?	☑ Yes	☐ No
		(d) Are all operators proficient?	☑ Yes	☐ No
7V-113 144111	(2)	Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	☑ Yes	□ No
	(3)	Has a Department of Justice audit of Area's criminal records taken place?	☑ Yes	☐ No
		(a) If problems have been identified by the audit process, what corrective action has been initiated?	No problem	18.
b.	Me	essages		
	(1)	Is the comm-net system being used to the fullest extent possible?	☑ Yes	☐ No
	(2)	Are messages formatted properly?	☑ Yes	☐ No
	(3)	Are all transmitted messages authorized?	☑ Yes	□ No
	(4)	How frequently are incoming messages checked? Hourly	7	
	(5)	Is distribution and filing of MIS messages efficient?	☑ Yes	☐ No
		(a) Is the commander notified of significant messages after regular business hours?	√ Yes	☐ No
Ç.	Equ	uipment		
	(1)	Adequate and properly located?	☑ Yes	☐ No
	7//	(a) Messages visible to the public?	Yes	☑ No
SCORE IN	(2)	Noise or heat problem?	Yes	☑ No
	(3)	Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	☑ Yes	☐ No
	(4)	is there proper security to counter unauthorized use?	☑ Yes	☐ No
	(5)	Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	√ Yes	☐ No
d.	Dat	a Entry and Evaluation	2	
	(1)	Is all data promptly and accurately entered?	☑ Yes	□ No
		(a) Does time taken for data entry appear reasonable?	☑ Yes	□No
	(2)	Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	☑ Yes	□ No
		(a) How does the error rate compare to Division and statewide average error rates? Better than	Division and	the
		statewide average.	10.31531	
3. RA	DIO	- NONDISPATCH OFFICE EVALUATED ACTION REQUIRED	CORRECTED	
a,	Rac	lio Use	=0%*****	•• # (*)• •
		Is use of the Area's base station beneficial?	☑ Yes	☐ No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

		(a) What are some of the uses? Dispatch center is too busy to answer the telephone. Quicker	to contact an	officer.
		Officer is in a close proximity to the Area office to respond back to speak with a Sergeant.	October 100	
	(2)	Is the use appropriate?		□ No
	(3)	Is there any interference with dispatch point operations?	Yes	☑ No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☑ Yes	☐ No
b.	Eff	iclency		
	(1)	Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
	(2) Consolette in a location for effective monitoring and use?		☑ Yes	☐ No
4. R	ADIC	O - DISPATCH OFFICE EVALUATED ACTION REQUIRED	CORRECTED	
a.	Su	pervision	alama na	- V- HAIR
	(1)	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	Yes	☐ No
	(2)	Is supervision effective?	Yes	☐ No
	(3)	Is shift staffing appropriate?	Yes	□ No
		(a) Are PSDs performing routine clerical jobs?	☐ Yes	☐ No
	(4)	Does scheduling for PSDs provide for individual as well as operational needs?	Yes	☐ No
		(a) Is vacation scheduling adequate?	Yes	☐ No
		(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	☐ No
		(c) Is there relief for solo PSDs?	☐ Yes	☐ No
	(5)	Are leave credits (including use of sick leave) managed properly?	Yes	☐ No
		(a) Is there any evidence of sick leave abuse by employees?	Yes	☐ No
		(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b.	Tra	ining		
	(1)	Are new PSDs assigned training with a certified Communications Training Specialist?	Yes Yes	☐ No
		(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	Yes	□ No
	(2)	Does the PSDS fully participate in the training process?	☐ Yes	☐ No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	Yes	☐ No
	(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	[] Yes	□ No
	(5)	Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
		(a) Are agendas and minutes prepared?	Yes	☐ No
				-111-11111-1-1

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS CHP 453P (Rev. 7-06) OPI 009

CHP	4001	(Rev. 7-06) OP1 009		
C.	Eq	uipment	100	
	(1)	What is the condition of the radio equipment?		
		(a) Need of replacement?	Yes	□ No
		(b) Capabilities sufficient?	☐ Yes	☐ No
		(c) Who authorizes repairs?		
Western				
		(d) Has repair overtime been kept to a minimum?	☐ Yes	☐ No
		(e) Are trouble reporting requirements met?	Yes	☐ No
	(2)	Are personnel aware of the full capability of the radio equipment?	☐ Yes	□ No
d.	Co	mmunications Center		***************************************
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	☐ No
		(a) Sufficient space available for reference materials?	☐ Yes	☐ No
3700		(b) Maps current?	☐ Yes	☐ No
		(c) Reference material convenient for PSDs?	Yes	□ No
		(d) Is knowledge of reference material apparent?	☐ Yes	☐ No
	(2)	Is the appearance of the Communications Center businesslike?	☐ Yes	☐ No
		(a) Is access limited to avoid distractions to PSDs?	☐ Yes	☐ No
		(b) Does each PSD have a location for storage of personnel items?	☐ Yes	☐ No
	(3)	is lighting adequate?	☐ Yes	☐ No
	(4)	Have background noise-dampening materials been installed?	☐ Yes	☐ No
	(5)	Is heating and cooling adequate?	☐ Yes	☐ No
*****	(6)	Are restrooms located nearby?	☐ Yes	☐ No
е.	Pro	cedures		
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	☐ No
		(a) Are procedures current and adequate?	☐ Yes	☐ No
f.	Reco	ords		
	(1)	Are message logs/radio cards legible?	Yes Yes	☐ No
····		(a) Are they used properly?	Yes	☐ No
··	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	Yes	☐ No
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	□ No
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

OTH	4001	(Rev. 7-06) OPI 009				
	(5)	Does the filing system allow information to be easily retrieve	d?		Yes	☐ No
	(6)	Is too much or too little information being logged?			Yes	☐ No
	(7)	Are PSDs aware of the importance of accurate monthly telep	phone and radio volume	data reports?	☐ Yes	☐ No
g	. Eff	ectiveness				
Active re-	(1)	Are PSDs proficient?			Yes	□ No
	(2)	What is the overall quality of the dispatch operation?		1	Lin one the	
	(3)	Is staffing sufficient?			☐ Yes	☐ No
h	. Eq	uipment Room				- s
	(1)	Is the room being used for storage of anything other than co	mmunications equipmer	nt?	Yes	☐ No
	(2)	Is the room clean?			☐ Yes	□ No
	(3)	Is cabling for radios and telephones in disarray or maintaine	d in protective conduit?		Yes Yes	□ No
	(4)	Are procedures for reporting malfunctions in place, and are to	they understood by emp	loyees?	☐ Yes	□ No
	(5)	Is electrical equipment protected by an uninterrupted power	source?		☐ Yes	☐ No
	(6)	Is there a procedure in place for testing emergency back-up	power sources?		Yes	□ No
î.	Gen	erator Room				
	(1)	Do you have a generator room?			☐ Yes	☐ No
	(2)	Is the generator room used for storage?			Yes	□ No
	(3)	If used for storage, are items flammable?			☐ Yes	☐ No
	(4)	Is generator easily accessible?	0		☐ Yes	☐ No
5. R	ADIO	DISPATCH - EMERGENCY INCIDENT OPERATION	EVALUATED	ACTION REQUIRED	CORRECTED	
a.	Res	ponsibilities	MINISTER PROPERTY OF THE PROPE	Lesinos - Lesino	and and an	
	(1)	Is there an awareness among employees of the Department state agency coordination at emergency/hazardous material		ent command and	Yes	□No
	(2)	Are required notifications made by communications personn			Yes	□No
	(3)	If assigned, what is the function of the watch officer?				
	4-4-					
-cmyri-	(4)	Are communications personnel familiar with HPM 50.1, Eme Operations Manual?	rgency Incident Manage	ement Planning &	☐ Yes	□ No
b.	Pro	cedures				
	(1)	Have dispatch operation emergency procedures been incorp	porated into a SOP?		☐ Yes	☐ No
		(a) Is the SOP in compliance with HPM 50.1, Emergency Ir Manual?	cident Management Pla	inning & Operations	Yes	□No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

	(2)	Procedures current, adequate and clear?	Yes	□ N
	(3)	Are there established evacuation procedures?	☐ Yes	
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	Yes	□ N
С	. Re	ference Material		
	(1)	Does the dispatch office maintain an emergency incident library?	Yes	
		(a) Is the reference material current?	☐ Yes	□ N
		(b) Who maintains the library?		
	Link Stains	(c) Do communications personnel know how to obtain reference material?	Yes	<u> </u>
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	N
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	Yes	
d.	Pul	olic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	Yes	
	(2)	Does the supervisor participate in post-incident critiques?	Yes	
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	Yes	
e.	Doc	cumentation Procedures		******************
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	☐ Yes	
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
	(3)	Do Communications Center personnel provide input for post-incident critiques?	Yes	<u> </u>
	(4)	Who is responsible for preparation of After Action Reports?		
f.	Trair	ing		
	(1)	Has training been provided to communications personnel in emergency incident procedures?	Yes	i
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	Yes	
		(a) Has all training been documented?	Yes	
	(3)	Is there an understanding of the CHP incident command function?	Yes	[]
	(4)	Has a priority list for personnel training been established?	Yes	1
	(5)	Who coordinates the training?		,

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3. RADIO - NONDISPATCH OFFICE. 3b(1): Due to high terrain, it works within the local area. 4. DISPATCH CENTER: 'N/A.'

STATE OF CALIFORNIA		
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL	حام	·M
AREA MANAGEMENT EVALUATION ~	O.	
COMMUNICATIONS SYSTEMS		

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Merced	Central	460
EVALUATED BY		DATÉ
J. Hoffmann, PSDS!		09/09/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

Form:		mal Evaluation	SUSPENSE DATE			
FOLLOW-UP	REQUIRED	☐ Correction Report	COMMANDER'S REVIEW		DATE	
Yes	□No	BY	_ S 2-		lol	10/00
1. TELEF	PHONE		EVALUATED X	ACTION REQUIRED	CORRECTE	D
a. Is t	the Area's telephone syste	m efficient and effective?			✓ Yes	□No
(1)	Are telephone locations	peneficial to the operation?			✓ Yes	□ No
(2)	Are there a sufficient nur	nber of lines?			✓ Yes	□ No
(3)	Has any planning been L	ndertaken to address replaceme	ent or upgrading?		☐ Yes	☑ No
b. Is c	call answering efficient and	effective?			✓ Yes	□No
(1)	Who is responsible for ar	swering calls? Clerical staff,	watch officer(s) and dispa	tch personnel.		
(2)	Who answers additional	ncoming calls to ensure prompt	public service? Clerical s	staff, watch officer(s) a	ind dispatch	personnel.
	(a) How is the need for a	answering additional incoming c	alls recognized?			
	Phones in the cleric	al section have audible tones an	d blinking LED indicators			
	Phones in the dispar	ch center are equipped with the	Vesta system which has a	colored display that sl	hows calls ir	queue.
(3)	How are calls handled aft	er business hours?				
	Business office calls are	routed to a recording which pro	vides information. Calls a	re answered in dispate	th 24 hours a	day.
	(a) Do tape recorded me	ssages contain sufficient inform	ation to give guidance to the	ne public?	✓ Yes	□No
(4)	Are callers greeted prope	rly?			✓ Yes	□No
c. Are	road and weather conditio	ns provided?			✓ Yes	□No
(1)	is the employee who prov	ides road and weather informati	on given up-to-date inform	ation?	✓ Yes	□No
	(a) If a tape-recorded me	ssage is issued, is it updated w	ith the most current inform	ation available?	✓ Yes	□No
(2)	Are alternative sources, so weather bureau telephone	uch as the Caltrans Highway Inf	ormation Network "800" nu	ımber and	(D) V-	—
		ong distance calls to be logged	2	-,	✓ Yes ✓ Yes	□ No
		e (ODT), or "green phone" lines			Yes	☑ No
- Ale	- Porational Diat Telephon	e (OD1), or green phone lines	or sufficient quantity?		✓ Yes	□ No
		(*)				

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

(1			
	Is use restricted to operational and emergency communications?	✓ Yes	□ No
(2	Are ODT directories made available to those with an ODT line?	✓ Yes	□No
f. W	ho is assigned telephone calling cards?		
C	Calling cards are no longer issued to employees.		
(1) Are calls logged?	☐ Yes	☑ No
(2	Are telephone billings reviewed for accuracy and potential abuse?	☐Yes	☑ No
(3) Is use appropriate?	✓ Yes	□No
g. W	Ino answers calls on Telecommunications Device for the Deaf (TDD)? Dispatch personnel.		
(1) Are procedures and requirements to communicate with persons with hearing or speech disabilities understood?	✓ Yes	□No
(2) When was the last time the TDD was tested to ensure proper functioning? 09/04/2008		
n. Ar La	e procedures in place to acquire services of interpreters for non-English languages and American Sign anguage?	✓ Yes	□No
Are	e personnel familiar with the telephone system and related equipment?	✓ Yes	□No
(1)	Can programmed functions and features be used efficiently?	✓ Yes	□No
(2)	Who is authorized to program telephones? Supervisory staff, Telecomm personnel and Verizon technicia	ans.	
	(a) Has special training been received?	✓ Yes	□No
(3)	Are speed dial numbers programmed?	✓ Yes	□No
	(a) Is the list updated/kept current?	✓ Yes	□No
(4)	Telephone management informational statistical reports reviewed and filed?	✓ Yes	□No
Wh	ere are assigned cellular telephones located? Captain. Lieutenant and Sergeants' patrol vehicles.		
(1)	Does use comply with policy?	[₹] Yes	ΠNo
_		✓ Yes	□No
	Does use comply with policy? How is maintenance and repair handled? Communications Center Services Section (CCSS) is contacted with the communications of		□No
			□No
(2)			□ No
(2)	How is maintenance and repair handled? Communications Center Services Section (CCSS) is contacted with the contact of the cont	hen needed.	
(2) (3)	How is maintenance and repair handled? Communications Center Services Section (CCSS) is contacted with the section (CCS	hen needed.	
(2) (3) ANA Per	How is maintenance and repair handled? Communications Center Services Section (CCSS) is contacted with the contact of the cont	V Yes	□No
(2) (3) ANA	How is maintenance and repair handled? Communications Center Services Section (CCSS) is contacted with the contact of the cont	hen needed.	

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

_				
		(b) Is there an MIS-trained alternate?	✓ Yes	□No
Ξ		(c) Are supervisors MIS-trained?	✓ Yes	□No
		(d) Are all operators proficient?	✓ Yes	□No
	(2	Has a background check been performed on those MIS operators having access to the California Law Enforcement Telecommunications System (CLETS)?	✓ Yes	□No
	(3	Has a Department of Justice audit of Area's criminal records taken place?	✓ Yes	□No
		(a) If problems have been identified by the audit process, what corrective action has been initiated?		
		Required corrections were made immediately; review of policy and training was done with the respo	nsible empl	oyecs,
	b. Me	essages		
	(1)	Is the comm-net system being used to the fullest extent possible?	✓ Yes	□No
	(2)	Are messages formatted properly?	√ Yes	□ No
	(3)	Are all transmitted messages authorized?	✓ Yes	□No
	(4)	How frequently are incoming messages checked? Continuously.		
	(5)	Is distribution and filing of MIS messages efficient?	✓ Yes	□No
		(a) Is the commander notified of significant messages after regular business hours?	√ Yes	□No
	c. Eq	uipment		
	(1)	Adequate and properly located?	✓ Yes	□ No
		(a) Messages visible to the public?	☐ Yes	Ø No
	(2)	Noise or heat problem?	☐ Yes	☑ No
	(3)	Have arrangements for after-hours maintenance been made (e.g., paper supply, power source, etc.)?	✓ Yes	□No
	(4)	Is there proper security to counter unauthorized use?	✓ Yes	□No
	(5)	Is there employee awareness and an established protocol to prevent spilling liquids onto the keyboard?	✓ Yes	□No
(d. Dat	a Entry and Evaluation		
	(1)	Is all data promptly and accurately entered?	✓ Yes	□No
		(a) Does time taken for data entry appear reasonable?	✓ Yes	□No
	(2)	Are procedures outlined in Chapter 8 of HPG 40.72, Management Information System User's Guide, being followed to reconcile data entry with the Daily Transaction/Error Report?	✓ Yes	□No
		(a) How does the error rate compare to Division and statewide average error rates?		
		No concerns have been presented by Division or HQ regarding our error rate.		
3. F	RADIO	- NONDISPATCH OFFICE EVALUATED ACTION REQUIRED NO	CORRECTED	
a	. Rac	lio Use V/A base station in Merced area.		
	(1)	Is use of the Area's base station beneficial?	Yes	□ No
		Not applicable		

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

_	_			
		(a) What are some of the uses? Not applicable.		
_				
	(2) Is the use appropriate?	Yes	□No
	(3) Is there any interference with dispatch point operations?	Yes	□No
		(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☐ Yes	□No
b	. E	ficiency		
	(1	Range of transmitter and quality of reception adequate?	☐ Yes	□No
	(2	Consolette in a location for effective monitoring and use?	☐ Yes	□No
4. R	AD	O - DISPATCH OFFICE X ACTION REQUIRED X	CORRECTE	
а	S	pervision	-11	
	(1	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	✓ Yes	□No
	(2	Is supervision effective?	✓ Yes	□No
	(3	Is shift staffing appropriate?	☐ Yes	☑ No
		(a) Are PSDs performing routine clerical jobs?	☐ Yes	☑ No
	(4)	Does scheduling for PSDs provide for Individual as well as operational needs?	✓ Yes	□No
		(a) Is vacation scheduling adequate?	✓ Yes	□No
		(b) Are lunch and rest breaks appropriately arranged?	✓ Yes	□No
		(c) Is there relief for solo PSDs? We do not have solo PSDs	Yes	□No
	(5)	Are leave credits (including use of sick leave) managed properly?	✓ Yes	□No
		(a) Is there any evidence of sick leave abuse by employees?	✓ Yes	□No
		(b) Is a sick leave tracking system in place?	✓ Yes	□No
b.	Tra	ining		
	(1)	Are new PSDs assigned training with a certified Communications Training Specialist?	✓ Yes	□No
		(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, including checklists, to train new PSDs?	✓ Yes	□No
	(2)	Does the PSDS fully participate in the training process?	✓ Yes	□ No
	(3)	Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	✓ Yes	□No
ñ	(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	✓ Yes	□No
	(5)	Does the Communications Center conduct frequent and ongoing training?	✓ Yes	□No
		(a) Are agendas and minutes prepared?	✓ Yes	□No
_	_			

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

(c. E	Equipment			
	(1) What is the condition of the radio equipment?			
		In good working order.			
		(a) Need of replacement?	☐ Yes	☑ No	
		(b) Capabilities sufficient?	☐ Yes	✓ No	
		(c) Who authorizes repairs?			
		Communications and field supervisors; management.			
		(d) Has repair overtime been kept to a minimum?	✓ Yes	□No	
		(e) Are trouble reporting requirements met?	✓ Yes	□No	
	(2)	Are personnel aware of the full capability of the radio equipment?	✓ Yes	□ No	
d	. Co	ommunications Center			
	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	✓ Yes	□No	
		(a) Sufficient space available for reference materials?	✓ Yes	□ No	
		(b) Maps current?	✓ Yes	□No	
		(c) Reference material convenient for PSDs?	✓ Yes	□No	
		(d) Is knowledge of reference material apparent?	✓ Yes	□No	
	(2)	Is the appearance of the Communications Center businesslike?	✓ Yes	□No	
		(a) Is access limited to avoid distractions to PSDs?	✓ Yes	□No	
		(b) Does each PSD have a location for storage of personnel items?	✓ Yes	□No	
	(3)	Is lighting adequate?	✓ Yes	□No	
	(4)	Have background noise-dampening materials been installed?	✓ Yes	□No	
	(5)	Is heating and cooling adequate?	✓ Yes	□No	
	(6)	Are restrooms located nearby?	✓ Yes	□No	
e.	Pro	cedures			
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	✓ Yes	□No	
		(a) Are procedures current and adequate?	✓ Yes	□No	
f.	Rec	ords			
	(1)	Are message logs/radio cards legible?	✓ Yes	□No	
		(a) Are they used properly?	✓ Yes	□No	
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	✓ Yes	□No	
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	✓ Yes	□No	
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	✓ Yes	□No	

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AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

		(5)	Does the filing system allow information to be easily retrieved?	✓ Yes	□No
		(6)	Is too much or too little information being logged?	Yes	☑ No
		(7)	Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	✓ Yes	□No
	g.	Eff	ectiveness		
		(1)	Are PSDs proficient?	✓ Yes	□No
		(2)	What is the overall quality of the dispatch operation? Outstanding.		
		(3)	Is staffing sufficient?	✓ Yes	□No
	h.	Eq	uipment Room		
		(1)	Is the room being used for storage of anything other than communications equipment?	☐ Yes	✓ No
		(2)	Is the room clean?	✓ Yes	□No
		(3)	Is cabling for radios and telephones in disarray or maintained in protective conduit?	✓ Yes	□ No
		(4)	Are procedures for reporting malfunctions in place, and are they understood by employees?	✓ Yes	□No
		(5)	Is electrical equipment protected by an uninterrupted power source?	✓ Yes	□No
		(6)	Is there a procedure in place for testing emergency back-up power sources?	✓ Yes	□No
	i.	Сеп	erator Room		
		(1)	Do you have a generator room?	✓ Yes	□No
		(2)	is the generator room used for storage?	☐Yes	✓ No
		(3)	If used for storage, are items flammable?	☐ Yes	√ No
		(4)	Is generator easily accessible?	✓ Yes	□No
5.	RA	DIO	DISPATCH - EMERGENCY INCIDENT OPERATION X ACTION REQUIRED	CORRECTED)
	а.	Res	ponsibilities		
		(1)	Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	✓ Yes	□No
	-	(2)	Are required notifications made by communications personnel?	✓ Yes	□No
	-	(3)	If assigned, what is the function of the watch officer? N/A. The watch officer is not assigned to the commu	inications c	enter.
	((4)	Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?		□No
ł	b. I	Proc	edures		
	(1)	Have dispatch operation emergency procedures been incorporated into a SOP?	✓ Yes	□No
		((a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	✓ Yes	□No
				M 162	□ 140

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

_				
	(2) Procedures current, adequate and clear?	✓ Yes	□ No
	(3) Are there established evacuation procedures?	✓ Yes	□No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?		□No
С	. R	eference Material		
	(1) Does the dispatch office maintain an emergency incident library?	✓ Yes	□ No
		(a) Is the reference material current?	✓ Yes	□ No
		(b) Who maintains the library? Communications supervisors.		
		(c) Do communications personnel know how to obtain reference material?	Yes	□No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	✓ Yes	□No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	✓ Yes	□No
d.	Pı	ublic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	✓ Yes	□No
	(2)	Does the supervisor participate in post-incident critiques?	✓ Yes	□No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	✓ Yes	□No
e.	Do	cumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	✓ Yes	□No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
		All communications center personnel.		
	(3)	Do Communications Center personnel provide input for post-incident critiques?	✓ Yes	□No
	(4)	Who is responsible for preparation of After Action Reports?		
		Supervisors / Management		
f,	Tra	ining		
	(1)	Has training been provided to communications personnel in emergency incident procedures?	✓ Yes	□No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	✓ Yes	□No
		(a) Has all training been documented?	☐ Yes	✓ No
	(3)	Is there an understanding of the CHP incident command function?	✓ Yes	□No
	(4)	Has a priority list for personnel training been established?	✓ Yes	□No
	(5)	Who coordinates the training? Communication supervisors, Central Division training coordinator and Acade	emy staff.	

AREA MANAGEMENT EVALUATION SUPPLEMENT

CHP 454 (Rev. 5-06) OPI 009

SECTIONS	COMMENTS
4. RADIO - DISPATCH OFFICE	
Section (a)(3), page 4	Due to an increased workload, the communication center minimum staffing formula needs to be
	changed. However, due to staffing shortages, these changes have not been possible. Currently
	Merced Communications Center has 3 trainees in one-on-one training and seven vacant positions.
	As trainees complete their training and are released to work independently, minimum priorities
	will be raised.
	Action item: Continue active recruitment, hiring and training to fill all vacant positions. (on-going
Section (a)(5), page 4	Employee sick leave usage is continually monitored. Possible sick leave abuse patterns are
	monitored and corrective action is taken as necessary.
Section (c)(1)(b), page 5	Merced Communications Center runs two main radio frequencies, the Yellow and the Orange.
	As has been previously documented, both radios are considered "overwhelmed" by DGS standards
	The radios have been slated to be split into four frequencies in 2009.
	Action item: Continue to monitor the status of the Orange and Yellow radio split project.
5. RADIO DISPATCH -	
EMERGENCY INCIDENT OPS	
Section (f)(2)(a), page 7	Special certifications, POST classes, and in-service training have, in the past, not been documented
	on the dispatcher's CHP270, Service Record. Training records need to be kept current and
	maintained.
	Action item: CHP270 training records shall be reviewed during each employee's annual evaluation
	and shall be updated as needed.

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Los Banos	Central	461
EVALUATED BY		DATE
M. Hagerman		10/29/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALUATION	n be handwritten if de Suspense date	sired.			
☐ Formal Evaluation ☑ Informal Evaluation	10/31/2008				
FOLLOW-UP REQUIRED Correction Report	COMMANDER'S REVIEW		DATE		
☐ Yes ☑ No BY	WBA		ropo	10/2/18	
1. TELEPHONE	EVALUATED Yes	ACTION REQUIRED	CORRECTED		
a. Is the Area's telephone system efficient and effective?			☑ Yes	□ No	
(1) Are telephone locations beneficial to the operation?		THE TOTAL CONTRACTOR OF THE PARTY OF THE PAR	☑ Yes	□ No	
(2) Are there a sufficient number of lines?	***************************************		✓ Yes	☐ No	
(3) Has any planning been undertaken to address replacement	or upgrading? UNG	RADED JUNE	☐ Yes	☑ No	
b. Is call answering efficient and effective?		2000	☑ Yes	□ No	
(1) Who is responsible for answering calls? Primary - Office	e Assistant, M. McDon	ald; Secondary - OSS			
			····		
(2) Who answers additional incoming calls to ensure prompt pub	lic service? Al	l available Area unifor	rm personnel.		
The second secon					
(a) How is the need for answering additional incoming calls i	recognized? In	coming calls are answ	ered on the th	aird ring by	
available personnel at the office.					
(3) How are calls handled after business hours? Incomin	ng calls to the public te	lenhone number are a	nswered by a	recorded	
public service message directing callers to additional available					
answered by any available personnel in the Area office at the t			ar rerepriente i		
(a) Do tape recorded messages contain sufficient information		a nublic?	☑ Yes		
(4) Are callers greeted properly?	to give galdanee to the	- public :	(⊻) Yes	□ No	
c. Are road and weather conditions provided?				□ No	
(1) Is the employee who provides road and weather information give			✓ Yes	□ No	
175			☑ Yes	No No	
The state of the s			☑ Yes	No No	
weather bureau telephone number, provided?	ion Network "800" nun	nber and	☑ Yes	□ No	
l. Does the commander require long distance calls to be logged?			Yes	No [V]	
Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?				□ No	
APPLINATION AND ADDRESS OF THE PROPERTY OF THE	······································				

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

(O) A ODT disertain and a substitute of the ODT time	NIA	Yes	☐ No
(2) Are ODT directories made available to those with an ODT line?	NIA		
f. Who is assigned telephone calling cards? N/A - none issued		<u> </u>	
(1) Are calls logged?	· /^		□No
	»lA	☐ Yes	□ No
(2) Are telephone billings reviewed for accuracy and potential abuse?	AlA		
(3) Is use appropriate?	AlA	Yes	☐ No
g. Who answers calls on Telecommunications Device for the Deaf (TDD)?	Office Assistant, OSS I, an	id Watch Officer	
(1) Are procedures and requirements to communicate with persons with hea understood?	aring or speech disabilities	☑ Yes	□No
(2) When was the last time the TDD was tested to ensure proper functioning	g? October 2008		12.
h. Are procedures in place to acquire services of interpreters for non-English lar Language?	nguages and American Sign	☑ Yes	□ No
i. Are personnel familiar with the telephone system and related equipment?		√ Yes	☐ No
(1) Can programmed functions and features be used efficiently?	MANATHE STATE OF THE STATE OF T	√ Yes	☐ No
(2) Who is authorized to program telephones? Office Assistant			
(a) Has special training been received?	ř.	☑ Yes	□ No
(3) Are speed dial numbers programmed?		✓ Yes	□ No
(a) Is the list updated/kept current?		☑ Yes	□ No
(4) Telephone management informational statistical reports reviewed and file	ed?	☑ Yes	☐ No
j. Where are assigned cellular telephones located? Area Comman	der, Pubilc Information Office	er, and one cellu	lar telephone
is shared by the three Area sergeants.			
(1) Does use comply with policy?		☑ Yes	☐ No
(2) How is maintenance and repair handled? Area Public Informatio	n Officer M. Panelli handles a	III repair and ma	intenance of
the cellular telephones.			
	Santa Anno Anno Anno Anno Anno Anno Anno Ann		
(3) Are billings reviewed and approved?		√ Yes	☐ No
MANAGEMENT INFORMATION SYSTEM (MIS)	ACTION REQUIRED	CORRECTED	
a. Personnel	No		
(1) Are all MIS equipment operators authorized?		✓ Yes	☐ No
(a) What specific employee(s) is held accountable for data entry?	Office Assistant, M. MacI		

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

(1) Is use of the Area's base station beneficial?			☑ Yes	☐ No
a. Radio Use				
RADIO - NONDISPATCH OFFICE	Yes Yes	NO NO	CORRECTED	
same margin of error when compared to Divis				
(a) How does the error rate compare to Division ar	nd statewide average error ra	ates? The Area	error rate is wi	thin the
(2) Are procedures outlined in Chapter 8 of HPG 40.72 being followed to reconcile data entry with the Daily	, Management Information S Transaction/Error Report?	ystem User's Guide,	☑ Yes	[] No
(a) Does time taken for data entry appear reasona	ble?		☑ Yes	□ No
(1) Is all data promptly and accurately entered?			☑ Yes	☐ No
d. Data Entry and Evaluation		18.11	•, ====================================	
(5) is there employee awareness and an established p	rotocol to prevent spilling liqu	uids onto the keyboard?	✓ Yes	☐ No
(4) Is there proper security to counter unauthorized use	9?		☑ Yes	☐ No
(3) Have arrangements for after-hours maintenance be	en made (e.g., paper supply	, power source, etc.)?	√ Yes	No
(2) Noise or heat problem?			☑ Yes	□No
(a) Messages visible to the public?	4.1.1.7. 000 21 VA.2. 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1		☐ Yes	☑ No
(1) Adequate and properly located?			☑ Yes	☐ No
c. Equipment	and the state of t			
(a) Is the commander notified of significant messa		ours?	☑ Yes	☐ No
(5) Is distribution and filing of MIS messages efficient?)	The second secon	☑ Yes	☐ No
(4) How frequently are incoming messages checked?	Daily			
(3) Are all transmitted messages authorized?	- O HE THINKS THE TANKE A		☑ Yes	☐ No
(2) Are messages formatted properly?			☑ Yes	☐ No
(1) Is the comm-net system being used to the fullest e	extent possible?	ACCOUNT OF THE PARTY OF THE PAR	☑ Yes	☐ No
b. Messages				
identified for correction.			v. 11-11-11-11-11-11-11-11-11-11-11-11-11-	
(a) If problems have been identified by the audit	process, what corrective action	on has been initiated?	N/A - 110 pr	oblems
(3) Has a Department of Justice audit of Area's crimin		L L	√ Yes N/A - no pr	∐ No
Enforcement Telecommunications System (CLETS	Line dissert the second section of the second sections of the section section section section sections of the section section section section section section section sections section section section section section section section section		✓ Yes	□ No
(2) Has a background check been performed on those	e MIS operators having acces	ss to the California Law		<u></u>
(d) Are all operators proficient?			✓ Yes	☐ No
(c) Are supervisors MIS-trained?			☑ Yes	□No
(b) Is there an MIS-trained alternate?		10.07	☑ Yes	☐ No
CHO (63D (Day 7.06) (DD 000				

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CHP	2 453P (Rev. 7-06) OPI 009		
	(a) What are some of the uses? To contact field personnel for various details and/or	service calls, hazard i	nformation
	updates, tactical deployment information, weather updates, etc.		
	(2) Is the use appropriate?	☑ Yes	□ No
	(3) Is there any interference with dispatch point operations?	☐ Yes	☑ No
	(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	☑ Yes	□ No
þ,	Efficiency		
	(1) Range of transmitter and quality of reception adequate?	☑ Yes	☐ No
	(2) Consolette in a location for effective monitoring and use?	☑ Yes	□ No
4. RA	ADIO - DISPATCH OFFICE EVALUATED NO ACTION REQUIRE	D CORRECTED	
а.	Supervision		
	(1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	☐ No
	(2) Is supervision effective?	☐ Yes	□ No
-	(3) Is shift staffing appropriate?	☐ Yes	□ No
	(a) Are PSDs performing routine clerical jobs?	☐ Yes	□ No
1011-10	(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	☐ No
	(a) Is vacation scheduling adequate?	Yes	□ No
	(b) Are lunch and rest breaks appropriately arranged?	☐ Yes	□ No
	(c) Is there relief for solo PSDs?	☐ Yes	□ No
((5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No
	(a) Is there any evidence of sick leave abuse by employees?	☐ Yes	□ No
	(b) Is a sick leave tracking system in place?	☐ Yes	☐ No
b. T	Training		
('	(1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	□ No
	(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, include checklists, to train new PSDs?	ling 🗌 Yes	□ No
(2	Does the PSDS fully participate in the training process?	[] Yes	☐ No
(3	3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	Yes	[] No
(4	4) Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	or ☐ Yes	□No
(5	5) Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
	(a) Are agendas and minutes prepared?	☐ Yes	□ No

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AREA MANAGEMENT EVALUATION

COMMUNICATIONS	SYSTEMS
CHP 453P (Rev. 7-06) OP	1 009

c. Equipment		
c. Equipment (1) What is the condition of the radio equipment?		
(1) What is the condition of the facto equipment.		
(a) Need of replacement?	Yes	☐ No
(b) Capabilities sufficient?	Yes	□ No
(c) Who authorizes repairs?		
(d) Has repair overtime been kept to a minimum?	Yes	□ No
(e) Are trouble reporting requirements met?	☐ Yes	☐ No
(2) Are personnel aware of the full capability of the radio equipment?	☐ Yes	□ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	□ No
(a) Sufficient space available for reference materials?	☐ Yes	□ No
(b) Maps current?	Yes	☐ No
(c) Reference material convenient for PSDs?	☐ Yes	□ No
(d) Is knowledge of reference material apparent?	Yes	□ No
(2) Is the appearance of the Communications Center businesslike?	Yes	□ No
(a) Is access limited to avoid distractions to PSDs?	☐ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☐ Yes	□ No
(3) Is lighting adequate?	☐ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☐ Yes	☐ No
(5) Is heating and cooling adequate?	☐ Yes	☐ No
(6) Are restrooms located nearby?	Yes	☐ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	☐ No
(a) Are procedures current and adequate?	Yes	☐ No
f. Records		
(1) Are message logs/radio cards legible?	Yes	☐ No
(a) Are they used properly?	Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	□ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No
A		- Control of Control of

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

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	(5) Does the filing system allow information to be easily retrieved?	Yes	□ No
	(6) Is too much or too little information being logged?	☐ Yes	□ No
	(7) Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	☐ Yes	☐ No
g.	Effectiveness		
	1) Are PSDs proficient?	☐ Yes	☐ No
	2) What is the overall quality of the dispatch operation?		
(3) Is staffing sufficient?	Yes	□ No
h. £	quipment Room		
() Is the room being used for storage of anything other than communications equipment?	☐ Yes	☐ No
(:	l) Is the room clean?	Yes Yes	☐ No
(;) Is cabling for radios and telephones in disarray or maintained in protective conduit?	☐ Yes	☐ No
(4) Are procedures for reporting malfunctions in place, and are they understood by employees?	☐ Yes	□ No
(5	Is electrical equipment protected by an uninterrupted power source?	Yes	□ No
(6	Is there a procedure in place for testing emergency back-up power sources?	☐ Yes	□ No
i. Ge	nerator Room		
(1	Do you have a generator room?	☐ Yes	□ No
(2	Is the generator room used for storage?	☐ Yes	☐ No
(3)	If used for storage, are items flammable?	☐ Yes	□ No
(4)	Is generator easily accessible?	☐ Yes	□ No
RADIO	DISPATCH - EMERGENCY INCIDENT OPERATION No ACTION REQUIRED	CORRECTED	
a. Re	sponsibilities		
(1)	Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	Yes	□No
(2)	Are required notifications made by communications personnel?	Yes	☐ No
(3)	If assigned, what is the function of the watch officer?	W	· · · · · · · · · · · · · · · · · · ·
(4)	Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	Yes	□ No
b. Pro	pedures		
(1)	Have dispatch operation emergency procedures been incorporated into a SOP?	Yes	☐ No
	(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations	<u> </u>	

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

		CIN
AREA	DIVISION	NUMBER
Modesto	Central	465-08-005
EVALUATED BY		DATE
C. R. Mahnke, Jr.		12/11/2008

NSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer ndividual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

YPE OF EVALUATION		SUSPENSE DATE			
☐ Formal Evaluation	☑ Informal Evaluation				
OLLOW-UP REQUIRED	Correction Report	COMMANDER'S REVIEW		DATE	
☐ Yes ☑ No	BY	_ lulyi	D	12.10	7.08
TELEPHONE		12/11/2008	ACTION REQUIRED	CORRECTED	
a. Is the Area's telephon	e system efficient and effective?			√ Yes	☐ No
(1) Are telephone loc	ations beneficial to the operation?			✓ Yes	☐ No
(2) Are there a suffici	ent number of lines?			☑ Yes	☐ No
(3) Has any planning	been undertaken to address replacer	nent or upgrading?		☐ Yes	☑ No
b. Is call answering efficie	ent and effective?			✓ Yes	☐ No
(1) Who is responsible	e for answering calls? Administra	ative support staff assigned t	o the reception desk.		
4—1———————————————————————————————————	200				
(2) Who answers add	tional incoming calls to ensure promp	ot public service? Ac	lministrative support s	staff assigned t	to the main
office.			1100		
(a) How is the ne	ed for answering additional incoming	calls recognized?	the call rolls over to t	he main office	staff
located there	will answer.				
				-	
(3) How are calls hand	lled after business hours?	he recorded answering syste	n provides appropriat	te referral info	rmation.
			3.00		
Y to the second	10000000000000000000000000000000000000		31111		
(a) Do tape record	led messages contain sufficient infor	mation to give guidance to th	ne public?	☑ Yes	☐ No
(4) Are callers greeted	properly?			☑ Yes	□ No
c. Are road and weather c	onditions provided?			☐ Yes	☑ No
(1) Is the employee wh	o provides road and weather informa	tion given up-to-date informa	ation?	☐ Yes	☑ No
(a) If a tape-record	(a) If a tape-recorded message is issued, is it updated with the most current information available?				□ No
	ces, such as the Caltrans Highway Ir phone number, provided?	nformation Network "800" nu	mber and	√ Yes	□No
d. Does the commander re	quire long distance calls to be logged	1?		☐ Yes	☑ No
e. Are Operational Dial Tel	Are Operational Dial Telephone (ODT), or "green phone" lines of sufficient quantity?				

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AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

- HP 453P (R	ev. 7-06) OPI 009				
(1) Is	use restricted to operational and emergency communic	cations?		Yes	☐ No
(2) A	re ODT directories made available to those with an ODT	line?		☐ Yes	☐ No
f. Who is	assigned telephone calling cards? Area ma	ınagers.			
(4) A	va calla lama d?			☐ Yes	
	re calls logged?	1		Yes	✓ No
	re telephone billings reviewed for accuracy and potentia	l abuse?			
	use appropriate?			☑ Yes	☐ No
	nswers calls on Telecommunications Device for the De		ministrative support st	laff with assista	nce from
the TD	D operator. The Modesto Area does not posses TDD ea	quipment.			
	e procedures and requirements to communicate with pederstood?	ersons with hearing or sp	eech disabilities	☑ Yes	☐ No
(2) W	hen was the last time the TDD was tested to ensure pro	per functioning?	/A		
h. Are pro Langua	ocedures in place to acquire services of interpreters for age?	non-English languages a	nd American Sign	☑ Yes	☐ No
i. Are per	sonnel familiar with the telephone system and related ed	quipment?		√ Yes	☐ No
(1) Ca	n programmed functions and features be used efficient	ly?		☑ Yes	☐ No
(2) Wh	no is authorized to program telephones? Administrati	ve sergeant.			
(a)	Has special training been received?			☐ Yes	☑ No
(3) Are	speed dial numbers programmed?			☑ Yes	☐ No
(a)	Is the list updated/kept current?			☑ Yes	☐ No
(4) Tel	ephone management informational statistical reports re	viewed and filed?		☐ Yes	☑ No
. Where a	re assigned cellular telephones located?	A departmental cellular	elephone is assigned	to the Area con	nmander,
the field	sergeants' patrol vehicle, and to the Public Information	Officer.			
(1) Doe	es use comply with policy?	-0.00 (0.0000)	- 101-201 - 2017/2	☑ Yes	□No
(2) Hov	v is maintenance and repair handled? On an as	needed basis by the Tel	ecommunications Sect	tion.	
				-	
(3) Are	billings reviewed and approved?	1	Trazar province	Yes	√ No
MANAGEM	ENT INFORMATION SYSTEM (MIS)	EVALUATED 12-11-08	ACTION REQUIRED	CORRECTED	
. Personn	el				
(1) Are	all MIS equipment operators authorized?			☑ Yes	☐ No
(a)	What specific employee(s) is held accountable for data	a entry? The ac	lministrative support s	staff assigned to	citation
	and traffic collision report data entry.				

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

HI	~ 453I	P (Rev. 7-06) OPI 009				
_		(b) Is there an MIS-trained alternate?	3 44		☑ Yes	□ No
_		(c) Are supervisors MIS-trained?		-	☑ Yes	□ No
		(d) Are all operators proficient?			✓ Yes	☐ No
	(2)	Has a background check been performed on those MIS operato Enforcement Telecommunications System (CLETS)?	rs having access t	o the California Law	✓ Yes	□ No
	(3)	Has a Department of Justice audit of Area's criminal records tak	en place?		√ Yes	☐ No
		(a) If problems have been identified by the audit process, what	corrective action h	nas been initiated?	N/A	
			AAV			
b	. Мє	ssages	***************************************	10.00		
	(1)	Is the comm-net system being used to the fullest extent possible	?		☑ Yes	☐ No
	(2)	Are messages formatted properly?			☑ Yes	☐ No
	(3)	Are all transmitted messages authorized?			√ Yes	☐ No
	(4)	How frequently are incoming messages checked? Daily.				
	(5)	Is distribution and filing of MIS messages efficient?			☑ Yes	☐ No
		(a) Is the commander notified of significant messages after regu	ılar business hour	s?	☑ Yes	☐ No
c.	Equ	ipment				
	(1)	Adequate and properly located?			☑ Yes	☐ No
		(a) Messages visible to the public?			Yes	☑ No
	(2)	Noise or heat problem?			☐ Yes	☑ No
	(3)	Have arrangements for after-hours maintenance been made (e.g	., paper supply, po	ower source, etc.)?	☑ Yes	☐ No
	(4)	Is there proper security to counter unauthorized use?			☑ Yes	☐ No
	(5)	Is there employee awareness and an established protocol to prev	ent spilling liquids	onto the keyboard?	√ Yes	☐ No
d.	Data	a Entry and Evaluation				
	(1)	Is all data promptly and accurately entered?			☑ Yes	☐ No
		(a) Does time taken for data entry appear reasonable?			☑ Yes	☐ No
		Are procedures outlined in Chapter 8 of HPG 40.72, Managemen being followed to reconcile data entry with the Daily Transaction/E		em User's Guide,	☑ Yes	□ No
		(a) How does the error rate compare to Division and statewide a	verage error rates	? Error rate d	ata for Divisi	on and the
		statewide average is no longer provided to the Modesto Area	for comparison.			
RA	DIO -	NONDISPATCH OFFICE 12/1	ated 1/2008	ACTION REQUIRED	CORRECTED	
a.	Radi	o Use		An or some	1	
	(1)	s use of the Area's base station beneficial?		34,2 2	☑ Yes	☐ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 4	153P (Rev. 7-06) OPI 009		
	(a) What are some of the uses? Area to field unit communication of specific instru-	ctions or requests.	
	(2) Is the use appropriate?	☑ Yes	☐ No
	(3) Is there any interference with dispatch point operations?	☐ Yes	☑ No
	(a) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?	√ Yes	☐ No
b.	Efficiency		
	(1) Range of transmitter and quality of reception adequate?	√ Yes	☐ No
	(2) Consolette in a location for effective monitoring and use?	√ Yes	☐ No
RAI	DIO - DISPATCH OFFICE EVALUATED ACTION REQUIR	ED CORRECTED	
а.	Supervision		
((1) Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?	☐ Yes	□ No
((2) Is supervision effective?	☐ Yes	☐ No
((3) Is shift staffing appropriate?	☐ Yes	☐ No
	(a) Are PSDs performing routine clerical jobs?	Yes	☐ No
(-	(4) Does scheduling for PSDs provide for individual as well as operational needs?	☐ Yes	☐ No
	(a) Is vacation scheduling adequate?	☐ Yes	☐ No
	(b) Are lunch and rest breaks appropriately arranged?	Yes	☐ No
	(c) Is there relief for solo PSDs?	☐ Yes	☐ No
(5	5) Are leave credits (including use of sick leave) managed properly?	☐ Yes	☐ No
	(a) Is there any evidence of sick leave abuse by employees?	Yes	□ No
	(b) Is a sick leave tracking system in place?	☐ Yes	□ No
b. T	raining		
(1	1) Are new PSDs assigned training with a certified Communications Training Specialist?	☐ Yes	☐ No
	(a) Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Guide, included checklists, to train new PSDs?	ding	□No
(2	2) Does the PSDS fully participate in the training process?	☐ Yes	☐ No
(3	3) Have PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appropriate?	☐ Yes	□ No
(4)	Has the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Supervisor In-Service Training?	or	☐ No
(5)	Does the Communications Center conduct frequent and ongoing training?	☐ Yes	☐ No
	(a) Are agendas and minutes prepared?	☐ Yes	☐ No

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009		411-1-2-4
c. Equipment		
(1) What is the condition of the radio equipment?		
(a) Need of replacement?	☐ Yes	☐ No
(b) Capabilities sufficient?	. Yes	☐ No
(c) Who authorizes repairs?	7 15.5 (2)	
e ²		
(d) Has repair overtime been kept to a minimum?	☐ Yes	□ No
(e) Are trouble reporting requirements met?	☐ Yes	□ No
(2) Are personnel aware of the full capability of the radio equipment?	Yes	☐ No
d. Communications Center		
(1) Furniture and equipment arranged for efficiency and coordination among employees?	☐ Yes	☐ No
(a) Sufficient space available for reference materials?	☐ Yes	☐ No
(b) Maps current?	☐ Yes	☐ No
(c) Reference material convenient for PSDs?	☐ Yes	☐ No
(d) Is knowledge of reference material apparent?	☐ Yes	☐ No
(2) Is the appearance of the Communications Center businesslike?	☐ Yes	☐ No
(a) Is access limited to avoid distractions to PSDs?	☐ Yes	☐ No
(b) Does each PSD have a location for storage of personnel items?	☐ Yes	☐ No
(3) Is lighting adequate?	☐ Yes	☐ No
(4) Have background noise-dampening materials been installed?	☐ Yes	☐ No
(5) Is heating and cooling adequate?	☐ Yes	☐ No
(6) Are restrooms located nearby?	☐ Yes	□ No
e. Procedures		
(1) Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	☐ Yes	☐ No
(a) Are procedures current and adequate?	☐ Yes	☐ No
f. Records		
(1) Are message logs/radio cards legible?	☐ Yes	☐ No
(a) Are they used properly?	☐ Yes	☐ No
(2) Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	☐ No
(3) Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	☐ Yes	☐ No
(4) Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	☐ Yes	☐ No

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CHP	453	P (Rev. 7-06) OPI 009				
	(5	Does the filing system allow information to be easily retriev	ved?		Yes	☐ No
	(6) Is too much or too little information being logged?			Yes	☐ No
	(7) Are PSDs aware of the importance of accurate monthly tel	ephone and radio volum	e data reports?	Yes	☐ No
g	. E	ffectiveness				
	(1) Are PSDs proficient?			Yes	☐ No
	(2) What is the overall quality of the dispatch operation?				
			Heli			
	(3)	Is staffing sufficient?			☐ Yes	☐ No
h.	Ed	uipment Room				
	(1)	Is the room being used for storage of anything other than o	communications equipme	ent?	☐ Yes	☐ No
	(2)	Is the room clean?			☐ Yes	☐ No
70-1-2	(3)	Is cabling for radios and telephones in disarray or maintain		☐ Yes	□ No	
	(4)	Are procedures for reporting malfunctions in place, and are	☐ Yes	☐ No		
	(5)	s) Is electrical equipment protected by an uninterrupted power source?				☐ No
	(6) Is there a procedure in place for testing emergency back-up power sources?					□ No
i.	Ger	nerator Room				
	(1) Do you have a generator room?					☐ No
	(2)	Is the generator room used for storage?			☐ Yes	☐ No
	(3)	If used for storage, are items flammable?			Yes	☐ No
	(4)	Is generator easily accessible?			☐ Yes	☐ No
RA	DIO	DISPATCH - EMERGENCY INCIDENT OPERATION	N/A	ACTION REQUIRED	CORRECTED	
a.	Res	sponsibilities	11			
	(1)	Is there an awareness among employees of the Departmen state agency coordination at emergency/hazardous material		ent command and	☐ Yes	□No
	(2)	Are required notifications made by communications personned	nel?		☐ Yes	☐ No
	(3)	If assigned, what is the function of the watch officer?		THE STATE OF THE S	e lei	
	(4) Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?					☐ No
b.	Prod	pedures			,/ i/	
	(1)	Have dispatch operation emergency procedures been incorp	porated into a SOP?		Yes	☐ No
		(a) Is the SOP in compliance with HPM 50.1, Emergency Ir Manual?	ncident Management Pla	nning & Operations	Yes	□ No

AREA MANAGEMENT EVALUATION

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ت	On	nmu	NICA	HONS	SYSTEMS

CHF	453	P (Rev. 7-06) OPI 009		
	(2	Procedures current, adequate and clear?	Yes	☐ No
	(3	Are there established evacuation procedures?	☐ Yes	☐ No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	□ No
C	. R	eference Material		
	(1	Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
		(a) Is the reference material current?	Yes	☐ No
		(b) Who maintains the library?		
		(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	□ No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	□ No
d.	Pι	blic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	Yes	☐ No
	(2)	Does the supervisor participate in post-incident critiques?	Yes	□ No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	Yes	☐ No
e.	Do	cumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	Yes	☐ No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
	(3)	Do Communications Center personnel provide input for post-incident critiques?	☐ Yes	☐ No
	(4)	Who is responsible for preparation of After Action Reports?		
f. 	Trai			
	(1)	Has training been provided to communications personnel in emergency incident procedures?	☐ Yes	□ No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	Yes	☐ No
		(a) Has all training been documented?	Yes	☐ No
	(3)	Is there an understanding of the CHP incident command function?	Yes	☐ No
	(4)	Has a priority list for personnel training been established?	Yes	□ No
	(5)	Who coordinates the training?		

AREA MANAGEMENT EVALUATION SUPPLEMENT

CHP 454 (Rev. 5-06) OPI 009

UBJECT: Communication	ns Systems DATE: 12/11/2008
SECTIONS	COMMENTS
Telephone	c. Call takers refer callers to the Caltrans Highway Information Network to insure they receive the
	most up to date weather and roadway information.
(27311K-20-11-0241000-0	f. The Modesto Area no longer receives billing or usage information for either the cellular or land
	line telephone accounts.
- Stockwar Jeananco	
5141-0	
V	

AREA MANAGEMENT EVALUATION COMMUNICATIONS SYSTEMS

CHP 453P (Rev. 7-06) OPI 009

AREA	DIVISION	NUMBER
Visalia	Central	480
EVALUATED BY		DATE
Sgt. J. A. Rhea		09/24/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

TYPE OF EVALU	ATION Evaluation Informal Evaluation	SUSPENSE DATE			
FOLLOW-UP REC	QUIRED Correction Report	COMMANDER'S REVIEW		9. 30-	05/
1. TELEPH		EVALUATED 9/24/08	ACTION REQUIRED NONE	CORRECTED	
a. Is the	e Area's telephone system efficient and effective?			☑ Yes	☐ No
(1) A	Are telephone locations beneficial to the operation?		10101.21.21.1	☑ Yes	☐ No
(2) A	Are there a sufficient number of lines?		200	√ Yes	☐ No
(3) H	Has any planning been undertaken to address replacement	or upgrading?	22.370.44	☑ Yes	☐ No
b. Is cal	I answering efficient and effective?			√ Yes	☐ No
(1) V	Who is responsible for answering calls? Clerical staff do	uring normal working l	ours.		
			2		
(2) V	Who answers additional incoming calls to ensure prompt pul	blic service? Sp	ecial Duty officers.		
	OF THE PARTY OF TH				
(6	How is the need for answering additional incoming calls	recognized? To	elephones ring through	out the office	and the
	incoming line flashes.				
(3) H	low are calls handled after business hours? On-du	ty supervisor answers o	alls. If a supervisor is	not available,	any officer
a	vailable will answer the phone.				
(a	a) Do tape recorded messages contain sufficient information	on to give guidance to t	he public?	☑ Yes	☐ No
(4) A	re callers greeted properly?			√ Yes	☐ No
c. Are ro	ad and weather conditions provided?			√ Yes	☐ No
(1) Is	the employee who provides road and weather information	given up-to-date inform	ation?	✓ Yes	☐ No
(a	If a tape-recorded message is issued, is it updated with	the most current inform	ation available?	√ Yes	☐ No
	re alternative sources, such as the Caltrans Highway Inforneather bureau telephone number, provided?	nation Network "800" ne	umber and	☑ Yes	☐ No
d Does t	the commander require long distance calls to be logged?			Yes	☑ No
e. Are Op	perational Dial Telephone (ODT), or "green phone" lines of	sufficient quantity?	MIA	☐ Yes	☐ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

-		(Nev. 1-00) OF1 009			
	(1)	Is use restricted to operational and emergency communications?	И/А	☐ Yes	☐ No
	(2)	Are ODT directories made available to those with an ODT line?	N/A	Yes	☐ No
f.	Wh	no is assigned telephone calling cards? No one			
	(1)	Are calls logged?	N/A	Yes	☑ No
	(2)	Are telephone billings reviewed for accuracy and potential abuse?	N/A	☑ Yes	☐ No
	(3)	Is use appropriate?	N/A	☑ Yes	☐ No
g	. Wh	no answers calls on Telecommunications Device for the Deaf (TDD)? No s	ystem in office		
	(1)	Are procedures and requirements to communicate with persons with hearing or sunderstood?	peech disabilities	Yes	☐ No
	(2)	When was the last time the TDD was tested to ensure proper functioning?	N/A		
h.		e procedures in place to acquire services of interpreters for non-English languages nguage?	and American Sign	☑ Yes	□ No
i.	Аге	personnel familiar with the telephone system and related equipment?		☑ Yes	☐ No
	(1)	Can programmed functions and features be used efficiently?		☑ Yes	☐ No
	(2)	Who is authorized to program telephones? OA Sharon Huitt, #A11557			531941
		(a) Has special training been received?		☑ Yes	☐ No
	(3)	Are speed dial numbers programmed?	11.0011	☑ Yes	☐ No
		(a) Is the list updated/kept current?		☑ Yes	☐ No
	(4)	Telephone management informational statistical reports reviewed and filed?	N/A	Yes	☐ No
j.	Whe	ere are assigned cellular telephones located? Commander, Lieutena	nt, Sergeant's office, PAO		
	(1)	Does use comply with policy?		☑ Yes	☐ No
	(2)	How is maintenance and repair handled? Repair request is made through	Telecom Section at HQ.	Telecom pre	epares
		contract if required.			· · · · · · · · · · · · · · · · · · ·
	(3)	Are billings reviewed and approved?		☑ Yes	□ No
M	ANAC	SEMENT INFORMATION SYSTEM (MIS) EVALUATED 09/25/2008	ACTION REQUIRED NONE	CORRECTED	
a,	Pers	sonnel	50 0 + 10 10 10 10 10 10 10 10 10 10 10 10 10		
	(1)	Are all MIS equipment operators authorized?		☑ Yes	☐ No
		(a) What specific employee(s) is held accountable for data entry? OSS	I Paula McSheehey, #A06	6614 OA Sh	aron Huitt.

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

_	100	1.101					
-		(b)	Is there an MIS-trained alternate?			☑ Yes	☐ No
		(c)	Are supervisors MIS-trained?			Yes	☑ No
		(d)	Are all operators proficient?			☑ Yes	☐ No
	(2		s a background check been performed on those MIS op forcement Telecommunications System (CLETS)?	erators having access to	the California Law	☑ Yes	□No
	(3) Ha	s a Department of Justice audit of Area's criminal record	s taken place?		☑ Yes	☐ No
		(a)	If problems have been identified by the audit process,	what corrective action ha	as been initiated?		
_							
	b. M	essag	es				
	(1) Is th	ne comm-net system being used to the fullest extent pos	ssible?		☑ Yes	☐ No
	(2) Аге	messages formatted properly?			☑ Yes	☐ No
	(3)) Are	all transmitted messages authorized?			☑ Yes	☐ No
	(4)) Hov	v frequently are incoming messages checked? Period	dically during normal bu	siness hours.		
	(5)) Is d	istribution and filing of MIS messages efficient?			☑ Yes	☐ No
		(a)	Is the commander notified of significant messages afte	r regular business hours	?	Yes	☑ No
	c. Ed	uipme	ent				
	(1)	Ade	quate and properly located?			√ Yes	☐ No
		(a)	Messages visible to the public?			Yes	☑ No
	(2)	Nois	se or heat problem?			☐ Yes	☑ No
	(3)	Hav	e arrangements for after-hours maintenance been made	e (e.g., paper supply, po	wer source, etc.)?	Yes	☑ No
	(4)	Is th	ere proper security to counter unauthorized use?			☑ Yes	□No
	(5)	Is th	ere employee awareness and an established protocol to	o prevent spilling liquids	onto the keyboard?	Yes	☑ No
	d. Da	ıta Ent	ry and Evaluation				
	(1)	ls al	I data promptly and accurately entered?			✓ Yes	☐ No
		(a)	Does time taken for data entry appear reasonable?			✓ Yes	☐ No
	(2)		procedures outlined in Chapter 8 of HPG 40.72, Manag g followed to reconcile data entry with the Daily Transac		em User's Guide,	☑ Yes	☐ No
		(a)	How does the error rate compare to Division and states	vide average error rates	? Unknown		
Ç.	RADIC) - NO	NDISPATCH OFFICE	09/25/08	ACTION REQUIRED NONE	CORRECTED	
	a. Ra	dio Us	e ,	1.51.51.50	1		
	(1)	ls us	e of the Area's base station beneficial?			☑ Yes	☐ No
-							

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CUL	403F	- (Kev	27. 7-00) OF 1 009			
		(a)	y) What are some of the uses? Listening to radio traffic.			
	(2)	ls t	the use appropriate?		☑ Yes	☐ No
	(3)	ls t	there any interference with dispatch point operations?		Yes	☑ No
		(a)) Were Public Safety Dispatch Supervisors (PSDSs) consulted for their input?		Yes	☑ No
b.	Eff	ficien	ncy			
	(1)	Rai	Range of transmitter and quality of reception adequate?			☐ No
	(2)	2) Consolette in a location for effective monitoring and use?		✓ Yes	☐ No	
4. R	ADIC) - DI	DISPATCH OFFICE EVALUATED ACT	ION REQUIRED	CORRECTED	
Va.	Su	pervi	vision			
	Is the supervisor or an alternate available to Public Safety Dispatchers (PSDs)?				Yes	☐ No
	(2)	ls s	Supervision effective?		Yes	☐ No
		ls s	shift staffing appropriate?	**************************************	Yes	☐ No
		(a)	Are PSDs performing routine clerical jobs?		Yes	☐ No
	(4)	Doe	pes scheduling for PSBs provide for individual as well as operational needs?		Yes	☐ No
		(a)	Is vacation scheduling adequate?		Yes	☐ No
		(b)	Are lunch and rest breaks appropriately arranged?		☐ Yes	☐ No
		(c)	Is there relief for solo PSDs?		Yes	☐ No
	(5)	Are	e leave credits (including use of sick leave) managed properly?		Yes	□ No
		(a)	Is there any evidence of sick leave abuse by employees		Yes	☐ No
		(b)	Is a sick leave tracking system in place?		Yes	□ No
b.	Тга	ining				
	(1)	Are	e new PSDs assigned training with a certified Communications Training Specialist?		Yes	□ No
			Does the training specialist utilize HPG 60.4, Public Safety Dispatchers Training Checklists, to train new PSDs?	uide, including	☐ Yes	☐ No
	(2)	Doe	es the PSDS fully participate in the training process?		☐ Yes	☐ No
	(3)	Hav	ve PSDs been scheduled to attend Phase I, Phase II, and In-Service training as appr	opriate?	Yes	☐ No
	(4)		s the PSDS attended Nonuniformed Supervisory Training and Public Safety Dispatch Service Training?	Supervisor	□ Y es	☐ No
	(5)	Doe	es the Communications Center conduct frequent and ongoing training?		Yes	□ No
		(a)	Are agendas and minutes prepared?		Yes	DNO

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

100						
С	c. Equipment					
/	(1)	What is the condition of the radio equipment?				
	/					
		(a) Need of replacement?	Yes	☐ No		
		(b) Capabilities sufficient?	Yes	☐ No		
		(c) Who authorizes repairs?				
		(d) Has repair overtime been kept to a minimum?	Yes	□ No		
		(e) Are trouble reporting requirements met?	Yes	□ No		
	(2)	Are personnel aware of the full capability of the radio equipment?	Yes	□ No		
d.	Со	mmunications Center				
******	(1)	Furniture and equipment arranged for efficiency and coordination among employees?	Yes	□ No		
		(a) Sufficient space available for reference materials?	Yes	☐ No		
		(b) Maps current?	Yes	☐ No		
		(c) Reference material convenient for PSDs?	Yes	☐ No		
		(d) Is knowledge of reference material apparent?	Yes	□No		
	(2)	Is the appearance of the Communications Center businessine?	Yes	□ No		
		(a) Is access limited to avoid distractions to PSDs?	Yes	□ No		
		(b) Does each PSD have a location for storage of personnel items?	Yes	□ No		
	(3)	Is lighting adequate?	Yes	☐ No		
	(4)	Have background noise-dampening materials been installed?	Yes	□ No		
	(5)	Is heating and cooling adequate?	Yes	☐ No		
	(6)	Are restrooms located nearby?	Yes	☐ No		
e,	Pro	cedures				
	(1)	Are procedures for dispatch operations included in Standard Operating Procedures (SOP)?	Yes	☐ No		
		(a) Are procedures current and adequate?	Yes	☐ No		
f.	Rec	ords				
	(1)	Are message logs/radio cards legible?	Yes	☐ No		
		(a) Are they used properly?	☐ Yes	☐ No		
	(2)	Are computer entries for Computer Aided Dispatch (CAD) centers accurate and complete?	☐ Yes	\□ No		
	(3)	Do CAD entries reflect "signal 10-11" transmissions every thirty minutes?	Yes	Dho		
	(4)	Does CHP 122A, Dispatch Tape Record, document appropriate radio tape retention?	Yes	□ No		

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

CUL	403P	(Rev. 7-06) OPI 009		
/	(5)	Does the filing system allow information to be easily retrieved?	Yes	☐ No
	(6)	Is too much or too little information being logged?	Yes	☐ No
	(7)	Are PSDs aware of the importance of accurate monthly telephone and radio volume data reports?	Yes	☐ No
g.	Eff	ectiveness		
	(1)	Are PSDs proficient?	☐ Yes	☐ No
	(2)	What is the overall quality of the dispatch operation?		
	(3)	Is staffing sufficient?	Yes	☐ No
h.	Eq	uipment Room		
	(1)	Is the room being used for storage of anything other than communications equipment?	Yes	☐ No
	(2)	Is the room clean?	Yes	☐ No
	(3)	Is cabling for radios and telephones in disarray or maintained in protective conduit?	Yes	☐ No
	(4)	Are procedures for reporting malfunctions in place, and are they understood by employees?	Yes	☐ No
	(5)	Is electrical equipment protected by an uninterrupted power source?	Yes	□ No
	(6)	Is there a procedure in place for testing emergency back-up power sources?	Yes	□No
i.	Gen	erator Room	A:	
	(1)	Do you have a generator room?	Yes	☐ No
	(2)	Is the generator room used for storage?	Yes	□No
	(3)	If used for storage, are items flammable?	Yes	☐ No
	(4)	Is generator easily accessible?	Yes	☐ No
. R/	ADIO	DISPATCH - EMERGENCY INCIDENT OPERATION EVALUATED ACTION REQUIRED	CORRECTED	
a.	Res	sponsibilities		
	(1)	Is there an awareness among employees of the Department's responsibility for incident command and state agency coordination at emergency/hazardous materials incidents?	☐ Yes	☐ No
	(2)	Are required notifications made by communications personnel?	☐ Yes	☐ No
	(3)	If assigned, what is the function of the watch officer?		
11000-11		Are communications personnel familiar with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	☐ No
b.	Prod	cedures		\
	(1)	Have dispatch operation emergency procedures been incorporated into a SOP?	☐ Yes	/D No
		(a) Is the SOP in compliance with HPM 50.1, Emergency Incident Management Planning & Operations Manual?	☐ Yes	□ No

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

AREA MANAGEMENT EVALUATION

COMMUNICATIONS SYSTEMS

/	(2)	Procedures current, adequate and clear?	☐ Yes	☐ No
	(3)	Are there established evacuation procedures?	☐ Yes	□ No
		(a) In the event of an evacuation, is there a procedure for notification, transfer or rerouting of incoming calls? 9-1-1 calls?	☐ Yes	☐ No
С	. Re	ference Material		
	(1)	Does the dispatch office maintain an emergency incident library?	☐ Yes	☐ No
		(a) Is the reference material current?	☐ Yes	☐ No
		(b) Who maintains the library?		
		(c) Do communications personnel know how to obtain reference material?	☐ Yes	☐ No
		(d) Are appropriate manuals, guides and checklists involving hazardous materials and emergency operations readily available?	☐ Yes	☐ No
		(e) Are current telephone numbers for the Office of Emergency Services (OES), Caltrans, etc., on hand?	☐ Yes	☐ No
d.	Pul	olic Safety Dispatch Supervisor		
	(1)	Does the supervisor become actively involved during emergency incidents?	☐ Yes	☐ No
	(2)	Does the supervisor participate in post-incident critiques?	Yes	☐ No
	(3)	Is feedback from Area employees regarding performance during major incidents solicited?	Yes	☐ No
e.	Doc	cumentation Procedures		
	(1)	Does the SOP contain procedures for documentation of emergency incidents?	Yes	☐ No
	(2)	Who has responsibility for ensuring adequate documentation of an emergency incident?		
	(3)	Do Communications Center personnel provide input for post-incident critiques?	Yes	☐ No
	(4)	Who is responsible for preparation of After Action Reports?		
f.	Traiı	ning		
	(1)	Has training been provided to communications personnel in emergency incident procedures?	Yes	☐ No
	(2)	Are procedures in place to ensure formal training is provided to all communications personnel?	Yes	☐ No
		(a) Has all training been documented?	☐ Yes	☐ No
	(3)	Is there an understanding of the CHP incident command function?	☐ Yes	☐ No
	(4)	Has a priority list for personnel training been established?	Yes	☐ No
	(5)	Who coordinates the training?		
				\
				/
				/

Memorandum

Date:

September 26, 2008

To:

Visalia Area

From:

DEPARTMENT OF CALIFORNIA HIGHWAY PATROL

Visalia Area

File No.:

480.12574

Subject:

CHAPTER 14 INSPECTION

Inspection of the Area communications systems was completed on September 25, 2008, in compliance with HPG 22.1, Area Management Guide, Chapter 14. There were not any deficiencies identified.

J. A. RHEA, Sergeant